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## National Workshops (Belgium, France, Italy, Spain, United Kingdom) and European Workshop

*A common approach in different contexts: sharing information, data and experiences*

EPEE project  
WP4 - Deliverable 13

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## INTRODUCTION

The hereby report has been carried out within the framework of the European project EPEE (European Fuel Poverty and Energy Efficiency). EPEE is a co financed project by the European Commission Intelligent Energy for Europe programme, whose goal is to improve the knowledge and understanding of fuel poverty, evaluate the number of households currently living in fuel poverty in the 5 partner states and identify operational mechanisms to fight against this phenomenon.

This report presents a general summary and overview of the Workshops organised both at the national and the european level by the partners of the EPEE project to involve stakeholders and key-actors in discussing fuel poverty issues. Main aim of the Workshops was to identify best practices and to gather proposals of new mechanisms to tackle fuel poverty in the different countries. During the events EPEE partners also worked to better understand which could be the contribution of the project to a wider European level, in particular concerning the definition of Directive for Energy and the liberalization of the national energy markets.

First of all we will present some general and common outputs of the Workshops to point out how this dissemination activity allowed to identify a common approach and not only existing differences in facing the problem in each country.

## 1. Overview of national Workshops

Each EPEE's partner organized 3 Workshops in its respective Country trying to involve all the important stakeholders and key-actors who could give an effective contribution to the acknowledgment of the problem (causes, consequences, national state of the art, experienced practices, proposal of new mechanisms, ...). This common approach took each partner to select the stakeholder and to organise thematic Workshops.

For example, in France EPEE's partners met specific target groups (e.g. professionals) or to discuss about particular aspects (e.g. the role of energy efficiency to tackle fuel poverty and its relation with social housing). French debate on fuel poverty witnesses that in France there are a good background both technical and cultural concerning the relation between energy efficiency and housing and a well structured system of welfare is potentially an interesting field in which competences and awareness on energy issues might increase.

In Spain the Workshops mainly provided to different stakeholders the first elements to understand an unknown phenomenon (in this case the British experience and the French one have been treated as a useful base for the debate).

In Italy there was a first big event where all the stakeholders (politicians, local authorities, researchers, professionals, suppliers, consumers' representatives, Energy Saving Companies, media, ...) wondered if fuel poverty has been already recognized at the national level and which could be the correct approach to study the phenomenon and to programme suitable initiatives and action programmes. Then the other Workshops stimulated a more structured debate on best practices and the proposal of new mechanisms. A great attention and interest was stimulated at the national level within the meeting in Rome with the National Council of Consumers (created in the institutional framework of Minister for Economic Development).

In Belgium the organization chose another interesting perspective. The Workshops treated three different thematic levels (fuel poverty and R&S; fuel poverty and social policies; fuel poverty and housing) in order to include three strategic issues recognized through the analysis and the comparison carried out within EPEE's studies and partnership debate.





British Workshops took place in the different regions of United Kingdom and they reflected a very different situation from other partner Countries: UK set up an articulated system of infrastructures and action programmes to evaluate, monitor and tackle fuel poverty. So here the Workshops aimed to make a selection of a best practice that could be replicated all across the Country and even replicated in other European contexts. Workshops were an opportunity to evaluate which could be the future of the most effective British best practice against fuel poverty, the "Warm Zone", that works with an holistic approach where energy efficiency represents a crucial key-issue.


Some common important results emerged:

- energy efficiency is a shared crucial tool to organise an effective long-term programme to tackle fuel poverty;
- there's a common need in each Country to structure a Data Base of reliable indicators to measure and evaluate fuel poverty;
- it doesn't matter if the different Countries agree or not on a unique methodology to identify fuel poor or vulnerable households;
- awareness of social workers about fuel poverty must be absolutely increased;
- at a governmental and central level (Energy Regulators) national programmes for energy efficiency (White Certificates) represent a very interesting opportunity to consider fuel poverty as a decisive factor to address energy efficiency actions to higher effectiveness combining different results (economic, energetic, environmental, social);
- tackling fuel poverty needs to increase knowledge, building capability, coordination of different policies (social, environmental, energetic, economic, ...) at the different levels, international best practices exchange: a European Observatory on fuel poverty (even coordinating national Observatories) could be an important infrastructure for a future European common commitment to eradicate the problem.

## 2. The EPEE national Workshops organization

The following table shows the complete organization of the different national Workshops and gives the main informations about them.

		<b>FRANCE</b>		
	<b>1st WS</b>	<b>2nd WS</b>	<b>3rd WS</b>	
<b>Title</b>	<i>Consequences of the opening of energy market on low income households</i>	<i>Action of Companies and industrial in the building sector</i>	<i>The issue of fuel poverty in social public housing</i>	
<b>Venue</b>	Paris	Saint-Cloud	Paris	
<b>Date</b>	November, 2007 6th	December, 2007 5th	February, 2008 7th	
		<b>SPAIN</b>		
	<b>1st WS</b>	<b>2nd WS</b>	<b>3rd WS</b>	
<b>Title</b>	<i>Meeting on fuel poverty</i>	<i>Fuel Poverty Workshop for NGOs</i>	<i>Fuel Poverty Workshop for Architets sans frontieres</i>	
<b>Venue</b>	Barcelona	Barcelona	Barcelona	
<b>Date</b>	December, 2007 14th	January, 2008 9th	February, 2008 11th	
		<b>BELGIUM</b>		
	<b>1st WS</b>	<b>2nd WS</b>	<b>3rd WS</b>	
<b>Title</b>	<i>Follow-up of "Comparative Study of the social policies as regards energy"</i>	<i>Allowances, aids and social measures as regards fuel poverty. In practice...</i>	<i>Housing assistance : Future prospects for vulnerable households</i>	
<b>Venue</b>	Leuven	Charleroi	Charleroi	
<b>Date</b>	November, 2007 7th	November, 2007 22th	December, 2007 13th	
		<b>ITALY</b>		
	<b>1st WS</b>	<b>2nd WS</b>	<b>3rd WS</b>	
<b>Title</b>	<i>Fuel poverty: social impacts of energy costs in opening of the energy market</i>	<i>Sustainable homes for a sustainable life: energy efficiency against fuel poverty</i>	<i>Policies to protect consumers': meeting with the National Council of Consumers</i>	
<b>Venue</b>	Milan	Milan	Rome	
<b>Date</b>	January, 2008 15th	February, 2008 26th	March, 2008 27th	

		<b>UNITED KINGDOM</b>		
	<b>1st WS</b>	<b>2nd WS</b>	<b>3rd WS</b>	<b>4<sup>th</sup> WS</b>
<b>Title</b>	<i>Identify best practice in delivering programmes to tackle fuel poverty in the UK</i>	<i>Identify best practice in delivering programmes to tackle fuel poverty in the UK</i>	<i>Identify best practice in delivering programmes to tackle fuel poverty in the UK</i>	<i>Identify best practice in delivering programmes to tackle fuel poverty in the UK</i>
<b>Venue</b>	Chester, England	Belfast, Northern Ireland	Glasgow, Scotland	Newport, Wales
<b>Date</b>	September, 2007 19th	October, 2007 9th	October, 2007 18th	October, 2007 25th

### 3. EPEE at the European Conference on Sustainable Energy and Social Housing

On 21 and 22 April 2008 EPEE project was presented within the “European Conference on Sustainable Energy and Social Housing” organised by CECODHAS in collaboration with ERAP, the regional public housing agency of Ancona, and with the support of IEE Programme.



This was a great opportunity to match EPEE’s analysis and activities with the different practice experiences CECHODAS reached all across Europe in the field of energy efficiency for public social housing. The event considered and treated fuel poverty as a crucial issue within the wider matter of social housing, energy efficiency and environmental development. So the main round table was organised on fuel poverty and in particular Allan Asher from Energywatch intervened to give useful elements to foresee how market liberalization may influence on the phenomenon and which public infrastructures and measures and mechanisms could be contribute in tackling the problem. British experience was of course the starting point of the discussion but EPEE contribute to provide a first innovative comparative analysis in which 5 different Countries have been compared to understand similarities and differences concerning the problem and the policies to face it.

## **EUROPEAN CONFERENCE SUSTAINABLE ENERGY AND SOCIAL HOUSING**

**Ancona, 21-22 April 2008**

### **Abstract**

*(Original Source: Cechodas – Additional information: Punti Energia)*

The aim of the conference was to deepen the debate on two main aspects of energy efficiency across the European Union: on one hand, the energy demand, the climate change, the EU policies for the promotion of energy saving and the development of renewables; on the other hand, the impact of the market liberalization process on both production and distribution to end-users. Along with the contribution of experts and representatives of public institutions from various European countries, this seminar fostered the dissemination of strategies and best practices to improve energy efficiency in the European Union, with special reference to the social housing sector.

Allan Asher (Energywatch, UK), Jean-Eudes Moncoble (Chairman of the Energy Committee CEEP, the European Centre of Enterprises with Public Participation and of Enterprises of General Economic Interest), Richard Hewgill (Vice-President of IUT, International Union of Tenants), Guido Bortoni (Italian Energy Regulator, Directorate Energy Market) attended the round table upon "The liberalization of energy markets: risks and opportunities" with a focus on fuel poverty issue introduced by Mauro Brolis (EPEE's staff). Results of analysis on « fuel poverty » indicators taken from SILC (Statistics on Family Incomes and Living Conditions) was the starting point of the debate.

Fuel poverty and the liberalization process of the energy markets were key issues of the conference, and were at the core of the speech by Allan Asher, Chief executive of Energywatch, an independent gas and electricity watchdog representing the voice of UK energy consumers. In a recent article published on BBC News Asher describes Fuel poverty as a "new social evil" writing that "energy price rises, together with poor and inefficiently insulated housing stock, are the cause of cold and damp living conditions and of consequent but avoidable deaths or illnesses".

Paul Louis Marty, CECODHAS President, draw the conclusions to the conference by reminding the participants that "raising to the energy challenge implies huge investments with long pay-back time, and requires creating partnerships with the private sector, as well as consumers and tenants' associations". Thanks to analysis conducted by CECODHAS

The Cechodas Conference in Ancona produced a lot of interesting documents showing how various could be the concrete contribution of energy efficiency practices and projects within social housing in fighting the increasing phenomenon of fuel poverty. All the documents are available at the following web page <http://www.cecodhas.org/content/view/263/206/1/2/>

## 4. The European Workshop

The main aim of the EPEE European Workshop was to discuss fuel poverty as an issue of general concern within Europe.

Discussion will centre on two key areas of concern:

- the need to ensure access and affordability to energy services for vulnerable consumers whilst recognising the wider context of sustainability and the rational use of energy;
- the effects and implications of the opening of the energy market in terms of equitable and affordable provision of energy services to all consumers.

Clearly, access to affordable energy supplies on an equitable basis and work to improve the heating and insulation standards of dwellings occupied by low-income and other disadvantaged households are key policies in assisting these households achieve affordable warmth.

European and national policy will inevitably focus on wider energy policy considerations with action to mitigate the effects of climate change having priority but there need be no conflict or tension between environmental and social objectives.

An efficiently heated, well insulated dwelling with energy efficient appliances and lighting contributes to both the social well-being of households and to mitigation of the negative impact of unsustainable energy consumption.

Different European stakeholders and key-actors attended at the Workshop:

- DG Transport and Energy;
- DG Health and Consumers Protection;
- OFGEM (British Energy Regulator);
- ENR Network (European Network of Energy Agencies);
- CECHODAS (European Network of Social Housing Organisations);
- EACI;
- EDF Energy (Energy Supplier);
- BEUC (European Network of Consumers' Associations);
- European SHRE (European Organisation for Social Housing);
- European WHO;
- EUROACE (European Alliance for Companies for Energy Efficiency);
- International Union of Tenants;
- Belgian Minister for Energy;
- Fondation Abbey Pierre (French Organisation for Social Aid and Assistance);
- Severn Wye Energy Agency.

**Brussels, 24<sup>th</sup> April 2008**

**Lombardy Region Delegation to the European Commission**

## **EPEE EUROPEAN WORKSHOP**

### **ABSTRACT**

The workshop allowed discussion of EU-wide data on household incomes and living conditions relating to the five partner countries; the survey data analysed circumstances prevailing in 2005. The workshop also facilitated discussion of the role of competitive energy markets in addressing fuel poverty in the longer term and of other shorter-term policy interventions such as direct financial support and subsidies to provide assist fuel-poor households. However there is recognition that this latter action is an inadequate response and that additional support mechanisms are needed including further work on the root causes of fuel poverty; primarily work to improve the energy efficiency standards of the existing housing stock. In this context it should be recognised that fiscal incentives that might work well for middle and upper income households will have little beneficial impact on the most disadvantaged households.

The limits of regulatory intervention should also be noted. Fuel poverty is a much broader issue than even well intentioned regulation of energy markets can address.

Synergies between energy deprivation and environmental concerns exist and can be built on since climate change and fuel poverty can both be tackled through intensive intervention to improve the housing stock.

Other issues to emerge during discussion included:

- greater consistency is needed in terms of the energy efficiency rating of electrical appliances to ensure standardisation across the EU;
- a European definition of fuel poverty is needed;
- the European Commission should take a more active role in fuel poverty issues;
- micro-generation could be a solution but only in predetermined favourable circumstances;
- the common interests of climate change and fuel poverty policy should be further explored;
- the potential role of local authorities should be emphasised and highlighted.

A more detailed report is available in the Appendix which includes a short review of the different contributions to the debate.

## **APPENDIX – Documents & Reports**

- I. National Workshops in Belgium  
*(Programme, Key-actors, Main speeches, Main results)*
- II. National Workshops in France  
*(Programme, Key-actors, Main speeches, Main results)*
- III. National Workshops in Great Britain  
*(Programme, Key-actors, Main speeches, Main results)*
- IV. National Workshops in Italy  
*(Programme, Key-actors, Main speeches, Main results)*
- V. National Workshops in Spain  
*(Programme, Key-actors, Main speeches, Main results)*
- VI. European Workshop in Brussels  
*(Programme, Key-actors, Main speeches, Main results)*

## I. National Workshops in Belgium

<b>Country</b>	<b>Belgium</b>
<b>EPEE National Workshop #</b>	1
<b>Title of the Workshop</b>	Follow-up of “Comparative Study of the social policies as regards energy”, carried out by CEESE-ULB and HIVA – KUL, August 2006
<b>Date and location</b>	6 <sup>th</sup> November 2007, HIVA KUL, Leuven

<b>List of participants</b>			
<b>Name</b>	<b>Organisation</b>	<b>Function</b>	<b>References</b>
BACHUS, Kris	HIVA K.U.L., Leuven	Research manager environmental policy and sustainable development	
BALAND Jean-Pierre	CUNIC, Charleroi	Scientific Counsellor	
DEMEYER, Barbara	HIVA K.U.L., Leuven	Senior research associate	
MEYER, Sandrine	CEESE – U.L.B., Brussels	Senior research	
Van Ing, Daphné	CUNIC, Charleroi	Scientific Counsellor	
Wart, Muriel	CUNIC, Charleroi	Scientific Counsellor	

### B. Main results

The research has been carried out at the Minister of the public services, social integration, urban policy and equal opportunities' request: Mr Christian Dupont.

Impressions of the team members who carried out the comparative research:

- Surprise in front of the Minister's mixed feelings after having read the report describing a negative image of the facts;
- Impression of non-acceptance of the report's conclusions by the Minister confirmed by a request of opinion upon the Central Economic Council (federal body);
- The report publication period showed the Minister's will to distance himself from the report's conclusions;
- Lack of awareness from the Authorities before reality.

Team's general summing-up:

- Funds merging politically unpopular due to their running differences;
- Lack of consistency and coordination between social initiatives;
- Inconsistencies in social tariffs (higher than some tariffs);
- Lack of equity between consumers according to energy vectors (oil, coal);
- Lack of overall vision on the fuel poverty issue;
- Lack of preventive actions;
- Lack of measures for wood and coal users;
- Lack of expertise and training of the C.P.A.S.<sup>1</sup> employees in charge of the Energy Social Guidance;
- Lack of preventive actions from C.P.A.S.;

<sup>1</sup> C.P.A.S. : Public Social Welfare Centre

- Lack of long-term measures because the whole of the budget is devoted to short-term measures;
- Vulnerable people ignore their rights in general and refrain from social measures and assistance as regards energy;
- Lack of links between economy, energy and environment (increase in the numbers of actors);
- Vulnerable households find it hard to understand energy markets liberalisation;
- Consumers are over-protected in Brussels leading to a lack of competition between energy suppliers;
- Lack of long-term vision of the energy markets liberalisation for Wallonia and Brussels despite Flanders' experience.

Follow-up: The opinion delivered by the Central Economic Council improves the comparative research conclusions and softens the negative vision brought up earlier

New information sources:

- Mieke Clymans – Samenlevingsopbouw  
Provincie van Antwerpen  
Energy and Poverty project  
Turnhout
- Flemish decree 7<sup>th</sup> of May 2007
- Website : <http://www.energie-cites.org>

<b>Country</b>	<b>Belgium</b>
<b>EPEE National Workshop #</b>	2
<b>Title of the Workshop</b>	Allowances, aids and social measures as regards fuel poverty. In practice...
<b>Date and location</b>	22 <sup>th</sup> November 2007, CUNIC, Charleroi

<b>List of participants</b>			
<b>Name</b>	<b>Organisation</b>	<b>Function</b>	<b>References</b>
Adriaenssens, Claude	C.G.E.E. <sup>2</sup> , Brussels	Member	
Baland, Jean-Pierre	CUNIC, Charleroi	Scientific Counsellor	
Barbieux, Christophe	I.B.G.E. <sup>3</sup> , Brussels	officer in charge of social energy guidance	
Barp, Guerinno	Bon...Jour Sourire ASBL, Cheratte	energy guidance trainer	
Bayet, H�el�ene	Energy service, C.P.A.S. <sup>4</sup> , Tournai	social worker	
Binato, Christine	Promotion Famille ASBL, Marchienne-au-Pont	social worker	
Catalini, Nathalie	Guichet de l'�nergie, Charleroi and Ch�atelet commun	Consultant and environment and energy deputy mayor	
Cuignet, Marie-Paule	Energy service, C.P.A.S., Tournai	in charge of the energy department budget	
De Menten, Thibaud	Rwad� <sup>5</sup> , Saint Servais	coordinator	
Duret, Chantal	C.P.A.S., Soignies	social worker	
Huybrechts, Pierre	C.P.A.S., Court-Saint-Etienne	Energy Funds budget management	
Mar�chal, Vincent	Guichet de l'�nergie, Namur	consultant	
Mercier, Brigitte	CUNIC, Charleroi	secretary	
Pisano, V�ronique	social energy cell, U.V.C.W. <sup>6</sup> ASBL, Namur	policy officer	
Stockman, Francesca	D.G.T.R.E. <sup>7</sup> , Jambes	legal practitioner and budget counsellor	
Ulens, Ingrid	Energy Service, C.P.A.S., Assesse	social worker	
Van Ing, Daphn�	CUNIC, Charleroi	Scientific counsellor	
Wart, Muriel	CUNIC, Charleroi	Scientific counsellor	

<sup>2</sup> C.G.E.E. : Coordination Gas – Electricity – Water

<sup>3</sup> I.B.G.E. : Brussels Institut for Environment management

<sup>4</sup> C.P.A.S. : Public Social Welfare Centers

<sup>5</sup> RWad  : Walloon coalition for rights to Energy

<sup>6</sup> U.V.C.W. : Walloon's cities and towns Union

<sup>7</sup> D.G.T.R.E : Walloon General Direction for Technologies, Research and Energy

## B. Main results

The conclusions have been classified in 3 categories:

1°) Minuses

2°) Pluses

3°) Improvements to be made

Each category has then been divided into themes:

- 1) energy markets liberalisation and suppliers/G.R.D.<sup>8</sup>
- 2) social Measures
- 3) housing
- 4) fieldwork
- 5) fuel poverty households
- 6) policies

### 1°) Minuses

- 1) About energy markets liberalisation and suppliers/G.R.D.
  - Incomprehensible information on energy liberalisation
  - Difficulties to get, from suppliers, information on bills, meters, debts... leading to huge phone bills due to long phone calls
  - A fraction of the middle-class category plunge into poverty owing to the increase of energy prices
  - Suppliers' aggressive commercial approach
  - Suppliers insist on having a general record of energy bills payment by direct debit
  - Increase in the number of deposits bills or equalization bills
  - Cost of switching suppliers higher than the announced amount saved owing to new supplier's tariff
  - Ignorance of the actual list of meters, activated or not
  - Ignorance of the number of people being cut off power before the noncall period
  - Power of the petroleum products association (a supplier cannot deliver fuel oil if ordered through a collective order)
  - Increase in the number of actors
  - Increase in the number of invoicing mistakes
  - Meter rental paid twice
  - Lack of pressure on suppliers
  - No answer to problems or questions asked through the Internet whereas answers are guaranteed within 24 hours
  - Power cut and reopening fees payable by consumers

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<sup>8</sup> G.R.D. : Manager of Distribution Network

2) About social measures

- Energy Funds designed in a short-term perspective
- There are other persons than those who turn to C.P.A.S. who experience fuel poverty. By letting C.P.A.S. in charge of guidance, these people are being forgotten (social security, union, disabled households)
- 90% of the MEBAR II Fund<sup>9</sup> devoted to purchasing heating appliances
- Energy social guidance goals not reached
- Wrong budget allocation of energy social guidance mainly devoted to the payment of employees in charge of guidance
- Allowances non affordable for vulnerable households (need to pay works and purchases upfront)
- Administrative red tape of some funds
- System encouraging dependency

3) About housing

- Eviction of vulnerable households and increase of rents for renovated accommodation due to grants received within the framework of neighbourhoods contracts
- Temporary house obligation (with a 5-year-period to get one's situation sorted) even in bad housing

4) About fieldwork

- Social workers lack of time
- MEBAR II files follow-up arduous because people cannot be found to the place of address
- Administrative red tape
- Administrative complexity

5) About fuel poverty households

- Aberrations in the use of the accommodation
- Inefficient Electrical appliances' over-consumption
- Social dropping out
- Back to solid fuels (coal and wood) leading to an indoor pollution increase thus more health problems
- Those entitled to social tariffs tend to consume more
- Ignorance of their rights
- Vulnerable households are not aware of energy conservation issues
- Vulnerable people' s bad physical and mental health
- Vulnerable households tend to buy trivial consumer goods (TV, DVDs, ...)
- Easily influenced people by contradictory advertisement
- Some vulnerable people do not ask for assistance/guidance
- They ask for assistance in emergency situations
- Struggling to understand the French language
- Vulnerable households tend to over-heat (fear of cold)
- Combination of problems: life's trials, debts, health, hygiene...

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<sup>9</sup> MEBAR II : Funds designed for low-income households for improvement of the building insulation

<sup>10</sup> C.L.A.C. : Local commission of supply cut-off

6) About policies

- Tackling fuel poverty and poverty in general is not a political priority
- Lack of continuity of local policies (because of the changes brought by regular elections)
- Poverty chopping up
- Increase in the number of laws and regulations

**2°) Pluses**

- 1) About energy markets liberalisation and suppliers/G.R.D.
  - Failures of monopoly system put forward (Flanders's experience)
- 2) About social measures
  - Lowest social tariffs
  - Unique and outside suppliers' control social tariff
- 3) About housing
  - Pluses were not brought up during the meeting
- 4) About fieldwork
  - Existence of a link between vulnerable households due to initiatives such as energy social guidance or MEBAR II
  - The CLAC<sup>10</sup> helped put the reality of the situation forward
- 5) About fuel poverty households
  - Pluses were not brought up during the meeting
- 6) About policies
  - Pluses were not brought up during the meeting

**3°) Improvements to be made**

- 1) About energy markets liberalisation and suppliers/G.R.D.
  - Adjustment of deposits according to households budget rather than consumption
  - Possibility of a financing plan for the annual bill
  - Federal mediator on energy liberalisation
  - Knowledge of the real amount of the debt
  - "The-more-you-consume-the-more-you-pay-the-less-you-consume-the-less-you-pay" principle
  - Setting up of a freefone devoted to various problems linked to energy liberalisation
  - Freefone imposed to suppliers to answer questions linked to energy liberalisation
  - Suppliers respect the good practices code
- 2) About social measures
  - Ensuring social tariffs are the lowest in the whole of Belgium
  - Ensuring social tariffs are out of the G.R.D.'s control
  - Having at the least a living wage to live on
  - Automating social tariffs
  - Organising a follow-up of the people approached within the framework of social guidance for energy taking into account their real needs
- 3) About housing
  - Setting up of a generalised rental permit

- Improvement of the owner-occupier's relationship
  - Creation of a housing instructions leaflet
  - Eradication of landlords selling or letting bad housing (slum landlords)
  - Creation of owners-occupiers' associations
- 4) About fieldwork
- Organising training and/or information sessions designed for parents, for children and for journalists (who misuse energy-linked vocabulary)
  - Establishing comparisons between various liberalised markets (other areas, other countries)
  - Creating links between fuel poverty various actors (building trade, C.P.A.S., ...) to have common missions
  - Teaching the vulnerable how they can take care of their house
  - Meeting the vulnerable
  - Increasing the number in energy actions amongst the vulnerable gathered around one theme which is not energy
  - Creating "eco-teams" : groups of vulnerable people gathered together around fuel poverty theme
  - Repeating information messages
  - Elaborating advertising campaigns announcing meetings around energy issues
  - Creating a cross-disciplinary network
  - Stopping awareness and starting action
  - Capitalizing existing tools to tackle poverty
  - Carrying out statistical research on fuel poverty households average consumption
  - Motivating people
  - Favouring long-term policies
  - Collaborating with partners (C.P.A.S., Authorities, ...)
  - Reducing emergency interventions
  - Centralizing prevention tools
- 5) About fuel poverty households
- Changing the image of C.P.A.S.
  - Acknowledging parents' role
  - Increasing the respect people have for themselves
- 6) About policies
- Considering long-term policies and measures
  - Considering poverty in an overall context
  - Finding a proper definition for fuel property
  - Compelling towns to have an obligation of public service
  - Working in a cross-disciplinary perspective: energy – health – housing
  - Developing social loans
  - Granting subsidies on the basis of an annual reports justifying those subsidies (less administrative constraints, tedious reports requested)

<b>Country</b>	<b>Belgium</b>
<b>EPEE National Workshop #</b>	3
<b>Title of the Workshop</b>	Housing assistance : Future prospects for vulnerable households
<b>Date and location</b>	13 <sup>th</sup> December 2007, CUNIC, Charleroi

<b>List of participants</b>			
<b>Name</b>	<b>Organisation</b>	<b>Function</b>	<b>References</b>
Baland, Jean-Pierre	CUNIC, Charleroi	Scientific counsellor	
Damanet, Eric	A.I.S. <sup>11</sup> , Gembloux		
Dubuisson, Nathalie	“Habiter malin” service, S.W.L. <sup>12</sup> , Charleroi		
Garcia, José	‘occupiers’ association	general secretary	
Hanot, Michel	Dwelling - Energy service, C.P.A.S <sup>13</sup> , Charleroi	Social worker	
Henry, Michel	national owners’s association	Member	
Mignolet, Daniel	Habitat et Participation ASBL, Charleroi	trainer – consultant	
Lagaere, Paule		secretary	
Mercier, Brigitte	CUNIC, Charleroi	secretary	
Myngheer, Eric	contracting assistance cell, S.L.R.B. <sup>14</sup> , Bruxelles		
Quevit, Anne	S.W.L., Charleroi	letting assistance director	
Vander Ghinst, Muriel	Lorebru <sup>15</sup> , Bruxelles	social coordinator	
Van Ing, Muriel	CUNIC, Charleroi	Scientific counsellor	
Walschot, Marc	Le Logement Molenbeekois SCRL, Molenbeek	technical director	
Wart, Muriel	CUNIC, Charleroi	Scientific counsellor	
Zimmer, Pol	research division, S.L.R.B., Bruxelles	Director	

<b>B. Main results</b>
<p>The conclusions have been classified in 3 categories:</p> <p>1°) Pluses</p> <p>2°) Minuses</p> <p>3°) Improvements to be made</p> <p>Each category has then been divided into themes:</p>

<sup>11</sup> A.I.S. : social real estate

<sup>12</sup> S.W.L. : Walloon Housing Society

<sup>13</sup> C.P.A.S. : Public Social Welfare Centre

<sup>14</sup> S.L.R.B. : Brussels Region Housing Society

<sup>15</sup> Lorebru : Dwelling society of Brussels Region

- 1) energy suppliers and G.R.D.<sup>16</sup>
- 2) social initiatives
- 3) housing
- 4) fieldwork
- 5) fuel poverty households
- 6) policies

#### 1°) Minuses

- 1) About energy suppliers
  - Energy supplier sometimes imposed to social housing occupiers
  - Rising of the fuel poverty level due to markets liberalisation
- 2) About social initiatives
  - Not much follow-up of assisted households
  - Funds designed in a short term perspective
  - Premiums administrative complexity
  - Few information given to premiums recipients
- 3) About housing
  - Information relating to land registry is not updated
  - Some accommodations are badly designed (ventilation problems)
  - Lack of information for the occupiers on the need to ventilate their houses
  - Insulation of old houses almost nonexistent
  - Architects lack of training and enthusiasm for R.U.E.<sup>17</sup> and new low-energy technologies
  - Existing buildings are being hard to transform into low-energy or “passive” buildings
  - Heating regulation appliances (thermostat, digital) complexity
  - Only one working person takes care of the cost relating to housing (only one salary per household)
  - Very few checks to ensure that specifications are being respected whilst building accommodations (respect of the regulations on Energy Efficiency)
  - Architects do not encourage enough R.U.E. when designing a building project
  - Accommodation renovation in a “patching-together” way that can be disastrous
  - Arduous calculation of the “right” rent (few information available on housing, on its energy needs, or rent based on the income)
  - Proliferation of large impressive houses into several accommodations often badly designed
  - Towns depopulation leading to a lack of town accommodations supply
  - Lack of enforcement of the law (rents are not registered by the landlords)
  - Very few demands for triple-glazing
  - It is difficult to find R.U.E. trained project managers to meet specifications
  - Goals of the various authorities in opposition in terms of building renovations (R.U.E./listed buildings, listed frontages, listed frames,..)
  - Housing code sometimes much too strict on some of its criteria (big size of some rooms)
  - Substantial cost of energy audits
  - Deterioration in unoccupied accommodations located above businesses
  - The worst accommodations (thus the most expensive) are occupied by the most vulnerable

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<sup>16</sup> G.R.D. : *Manager of Distribution Network*

<sup>17</sup> R.U.E. : *Rational Use of Energy*

4) About fieldwork

- Inconsistency (different people working on housing and on poverty)
- Lack of communication between occupiers and owners
- Absence or very few collective solutions to housing problems (young social workers favour individual solutions because that is how they are being trained)
- Information on bills and energy suppliers is given by social workers
- Possibility to set up an accommodation in a tiny 15 m<sup>2</sup> (opportunities taken by unscrupulous landlords) (28 m<sup>2</sup> today)
- Property income taxed on the land registry income (substantial loss of earnings for landlords who chose to rent out their property to low-income households in comparison with “slum landlords”)
- Tendency to drop premium applications files because of insufficient budgets to meet all the demands

5) About fuel poverty households

- Bad personal and housing hygiene
- Fragile mental health
- Lack of education in terms of house maintenance
- Some occupiers find it hard to make the house theirs and to use it properly because of the culture differences (different habits)
- Few awareness of the vulnerable households for energy conservation issues
- Overheating of the houses (excessive energy consumption)
- Households do not understand their bills
- Very few information and communication from the electricity suppliers to help people understand their bills
- People do not understand the utility of solar panels
- Great mobility of vulnerable households (instability, broken homes)
- Empty accommodations (around 10%) (not heated thus speeding up deterioration) given to officially single persons (because social income is more profitable for single status) who in fact live with their partner under the same roof
- Priority is given to the payment of bills instead of rent when the accommodation is in need of some work to be done
- Wrong perception of building ventilation (often perceived as energy bills increase)
- Overpopulation in houses (which means more condensation issues)
- No long-term guarantee when switching to new heating system (i.e. pellets price)

6) About policies

- No social assistance for those who have got wood stove or coal stove
- It is difficult to know the real cost of energy (because of taxes and suppliers' profits)
- Tendency to society individualisation
- European will to privatise public utilities
- Housing renovation and long-term housing are not political priorities
- Authorities do not set the example in terms of R.U.E. (public buildings, lifestyles)
- Lack of consistency in political messages (encouraging to use pellets stove/fuel saturation and non-guaranteed long-term supply)
- Intergenerational mortgage issues (30 years and over ? A newborn child in debt)

**2°) Pluses**

- 1) About energy suppliers and G.R.D.
  - No pluses brought up during the meeting
- 2) About social initiatives
  - No pluses brought up during the meeting
- 3) About housing

- Planning permission more strict when transforming a large house into several accommodations (28m<sup>2</sup> instead of 15m<sup>2</sup>)
- 4) About fieldwork
  - Vulnerable people are satisfied to be able to speak up and to command their energy consumption thanks to communicated information
- 5) About vulnerable households
  - No pluses brought up during the meeting
- 6) About policies
  - No pluses brought up during the meeting

### **3°) Improvements to be made**

- 1) About energy suppliers and G.R.D.
  - To make energy bills clearer and easier to understand
  - To secure uniformity as regards energy bills
- 2) About social initiatives
  - To prevent rents from increasing after receiving a premium when renovating the building
  - Assessment of social measures real impact
  - More significant administrative simplification of social initiatives
  - To avoid premiums system in the form of getting back the invested money in order to encourage landlords to have renovation work done
- 3) About housing
  - To install a general housing policy (measures should take into account accommodation improvements, occupiers' education and assistance)
  - Improvements of the owner-occupier's relationship
  - Setting up of an instructions leaflet and accommodation maintenance booklet
  - Intensification of ban checks to rent out bad housing (get rid of slum landlords)
  - Setting up of occupiers – owners' associations
  - Building plain accommodations allowing R.U.E.
  - Rent calculation based on E.E. and households income
  - Freedom for occupiers to choose a heating system (whenever possible)
  - Rents freeze with service charges checked
  - Possibility to temporarily adjust the rent if vulnerable tenant should experience a major financial problem
  - Collective services orders (fuel, water...)
  - Evolutionary housing creation (accommodation that adjust to one's situation)
  - Back to good old practices - simpler and less expensive - when building houses (like a tree to shade.)
  - Developing the idea of group housing
  - Talk about general cost (rent and service charges) depending on EE of the house
  - Investments to be made in insulation, water tightness and ventilation in accommodations
- 4) About fieldwork
  - Avoid isolated pilot projects
  - Vulnerable occupiers' guidance/education /training in house use, care and maintenance
  - Population awareness on the need of ventilating a house

- Population awareness on various housing problems through financial arguments (proper airing financial reward for example) rather than health-linked arguments
  - Meeting vulnerable households
  - Occupiers' training on R.U.E.
  - Creation of electricity production cooperatives in order to fight against nearly monopolistic situations
  - Strict checks of the EE of a building to add in procurement contracts specifications
  - Developing RUE courses in architects and building trade's training programmes
  - Developing community work courses in social workers' training programmes
  - New skills acquired (learning to read an energy bill in terms of consumption rather than cost)
- 5) About vulnerable households
- Some occupiers boosted
- 6) About policies
- Allocation of the most energy efficient accommodation to vulnerable households
  - Energy policy closely linked to housing policy
  - Tax incentive for landlords renting out their properties to the most vulnerable
  - Check out foreign housing policies (the Netherlands, Germany)
  - Creation of new trade associations to match low-energy technologies and "passive" houses
  - Encourage the use of co-generation and micro co-generation
  - Free energy audits
  - Research carried out to evaluate the number of people concerned by fuel poverty
  - Possibility of tax cuts for those who decide to rent out unoccupied parts of their accommodation (when kids leave)
  - To make easier house change depending on one's situation through, for example, a reduction of the solicitor fee

## II. National Workshops in France

<b>Country</b>	<b>France</b>
<b>EPEE National Workshop #</b>	1
<b>Title of the Workshop</b>	Consequences of the opening of energy market on low income households
<b>Date and location</b>	November, 2007 6 <sup>th</sup> , Paris

<b>List of participants</b>			
<b>Name</b>	<b>Organisation</b>	<b>function</b>	<b>references</b>
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Luc Bodineau	Ademe		
Laurence Boisramé	Gaz de France		
Sandrine Buresi	Association GEFOSAT		
Aurélie Califat	Réseau Habitat et Développement		
Judith Cazas	ARENE Ile-de-France		
Didier Chérel	Ademe		
Raphaël Claustre	Comité de Liaison des Energies Renouvelables (CLER)		
Isolde Devalière	CSTB	Sociologist,	
Ute Dubois	ADIS/GRJM, Université Paris Sud	Economist,	
Catherine Dumas	SIPPEREC		
Guillaume Joly	Université de Marne-la-Vallée		
Bernard Hyon	Association GEFOSAT		
Eric Lagandré	Agence Nationale pour Amélioration de l'Habitat (ANAH)		
Audrey Le Marec	Réseau Habitat et Développement		
Pierre Nolay	Alpheeis		
Luc Lorge	EDF	In charge of White certificates	
Valentine Mulholland	EDF Energy		
Christelle Paulo	UFC – Que Choisir	In charge of the opening of the energy market,	
Simon Pouillaute	IDEMU		
Sandrine Perrois	Service consommation, Consommation Logement Cadre de Vie		
Emmanuel Poussard	Association Energies Durables en Ile-de-France		
Emilie Salesse Gauthier	Comité de Liaison des Energies Renouvelables (CLER)		
Marie-Alix Vaquié	Powéo		

<b>Key-actors (main speeches)</b>				
<b>#</b>	<b>Name</b>	<b>Organisation</b>	<b>Function</b>	<b>References</b>
1	Valentine Mulholland	EDF Energy		
2	Luc Lorge	EDF	In charge of white certificates	

3	Catherine Dumas	SIPPEREC		
4	Luc Bodineau	Ademe		

## A. Short Abstract of speeches

### 1. status of the opening of energy markets in France – Raphael Claustre –CLER

Presentation of the European and National status of the opening of the energy market.  
 Recall of the main characteristics of the French market: size of the historical suppliers, co-existence of market prices and regulated tariffs  
 Difficulties to have a real competition on price and associated services  
 Which role for white certificates?  
 Which impact for low-income households?

### 2. Fuel poverty strategy of EDF energy – Valentine Mulholland

Presentation of the UK experience:

**Impact of opening of the market on prices:** Strong decrease of energy prices at the opening of the market followed by a huge increase of the prices since 2004 (90% for gas and 60% for electricity) due in particular of the global trends of the gas price.

**Criteria for fuel poverty:** In UK, fuel poverty is considering people who spend more than 10% of its earnings to pay energy to heat its dwelling at an acceptable temperature (21°C in the main room and 18°C in the others). Fuel poverty issue is considering has very important (in 1996 about 5,5 million among 26 millions of people was concerned. In 2004, its figure was much less about 2 millions.

#### Governmental actions for fuel poverty:

**Warm front** aims to improve the heating and the insulation of dwellings of low-income households (750,000 € for about 1,5 million of households excluding the specific actions for social housing and white certificates initiatives)

In the framework of the National Programme for the strengthening of the insulation of walls and roofs, even the letters sent with the government to 100,000 retired persons to inform them of their right for a free insulation won only 6% of answers - and half of them replied that it would not be interested.

#### Incentive actions for suppliers concerning fuel poverty:

Cancellation of supply is prohibited in winter. The delay between the non-payment of the invoices and the cutting of the supply lasts never less than six months. During that time, EDF Energy is exploring alternatives, in particular the switch to pre-pay.

No specific tariff and no national funds exist for fuel poverty, but there are specific allocations for very strong winter conditions.

In 2006, in an environment of rising prices, **Energy assist**, a social tariff below 15% ordinary fares, has been introduced to 50,000 customers. The initial objective of 100,000 could not be reached in particular because of a difficulty to identify fuel poverty households. No structure identification of people in difficulty exists

In the framework of the programme **Carbon Emission Reduction Target** some specific measures concern households of the “priority group” for which the work is funded at 100%. This Program also encounters the problem of identification of beneficiaries. Research costs reached an average of 150 euros per household for energy supplier.

For energy suppliers one of the possible answers is the prepaid meters who are very popular because they allow people to manage its energy expenditure and to avoid debt situation. 750,000 clients of EDF Energy use this meter. Legal action makes it possible in some cases to enter the housing required to install a prepaid meter, while putting in place a schedule of repayment.

EDF Energy has adopted a business model that all its customers will consume 15% less electricity in 2020.

EDF Energy has created of foundation, independent of EDF, “Trust Fund” which has paid in 2003 more than 10 millions euros to 8,000 households in debt and gave grants to association like Citizen’s device bureau with which EDF Energy offers advice hotline.

For EDF energy, the first action to do is:

- to increase earnings of households by Ensuring that households receive the allocations to which they are entitled,
- to act in favour of energy efficiency,
- finally, to provide a social tariff.

### **3. Policy of EDF for unpaid invoices and low income people – EDF- Luc Force**

**Luc LORGE**, EDF, explains that the actions of EDF follow three directions:

- Social mediation  
EDF confirms the difficulty in identifying and reaching victims of fuel poverty through the common communication tools, because of illiteracy and other problems language proficiency or social conflicts. This reality must be taken into account as a prerequisite. That is why EDF must be present in the field of social mediation. EDF has contribute to the creation of Information Points of Social Mediation (PIMS) which offer energy services to these specific audiences. For the whole country, it is estimated that a hundred PIMS will be necessary in 2010.
- “Tariff first need” (TPN)  
EDF propose the Tariff First Need (TPN), which is accessible to all clients benefiting from the (Universal Health Coverage (CMU), which are considered to be in a situation of “Fuel poverty ». The benefit consists of a rebate on subscription and consumption, which in practice is about 15% to 20% of the average bill, about 80 euros per year, adjusted according to family composition. As in the UK, consumption is weak, given the resources of the customers. Particular attention is given to vulnerable people: the elderly or people with respiratory support, for example.
- Participation in the management of the Housing Solidarity Fund.  
In addition, EDF contributes to the energy missions brought by the Housing Solidarity Fund (FSL), which is managed by Commissions under the authority of the French Department Councils, which bring together, for the most part, social services. EDF also sits, and contributes annually to this fund to the tune of 20 million euros under its public service contract. The FSL has helped nearly 275,000 people in 2006, for a total amount of 45 million euros.

Concerning the opening of the market, EDF confirm that a client that has chosen the and fall in debt is maintain in the market price but its subscribed power is limited to 3 kW, excepted in the

case the customer is entitled to TPN. The TPN being considered as a regulated tariff, it is then restored ipso facto.

The prepaid meter has been experimented in Rouen, Douai and Le Havre. Users are very happy and EDF is designing a larger program, implementing a second generation of meters.

EDF has also launched some initiatives in favour of low power consumption lights. EDF is constrained by the Energy act of 2005 for energy efficiency. In particular, EDF is strongly involved in white certificates programme.

It is not easy to induce customers to buy energy-efficient equipment. It comes up on this point to the habits of the consumer society, which encourage fun purchases, not sound investments. Price to pay is often significant and it is very hard to encourage customers to pay for energy savings.

#### **4. Impacts of opening of energy market for the consumers – CLCV - Sandrine Perrois**

Sandrine PERROIS from Consumption, Housing Way of Life department (CLCV), said that the first consequence of market opening on consumers is the lack of reversibility of choice, i.e. the possibility to return to regulated tariff. CLCV therefore considers that the interests of consumers are not protected considering the risk of strong increase of energy cost.

The second issue concerns the incidents of payment that are too high.

CLCV is obviously very supportive of awareness about energy conservation and diagnostics. The principle of programs promoting energy efficiency is commendable, but it needs availability of financial aids for low-income households. Regarding tariffs, CLCV recalls its opposition to the standing charge and believe it would be very helpful to investigate the modulation rate based on the consumption level.

#### **5. Potential role of energy distributors – SIPPEREC - Catherine Dumas**

**Importance of fuel poverty issue:** At the end of 2006, more than 22,200 homes were affected by power cuts (SMI and SME<sup>18</sup>), compared to 15,000 in 2003. The number of people involved is even more important. This figure has grown by 57% between 2004 and 2005. The decrease of 12% then recorded between 2005 and 2006 is primarily the number of SMI (- 63%), increase in the number of SME is itself 40%: this is the effect of the application of Decree of 2005 on the transmission of information between EDF and social services, which imply a quasi systematic transition to SME if unpaid. These figures have exploded since 2003.

The number of beneficiaries of TPN is surging, and exceeded 30,000 beneficiaries end of 2006, an increase of 41% compared to 2005. The number of families assisted under the FSL to cope with the unpaid electricity was 37,800 late 2006 on the 80 communes, compared to 29,200 in 2005 and 13800 in 2002. He also exploded. The total aid increased from 1.88 million euros in 2002 to 4 million in 2006.

As part of the compensation agreement reached with EDF, a total of 250,000 euros per year is earmarked for actions for fuel poverty. It helps CCAS<sup>19</sup> to pay bills that families cannot cope. The funds are distributed based on the number of holders of RMI<sup>20</sup>.

In addition, since 2000, a small guide to the right actions to control consumption has been reprinted four times, bringing successive improvements. This guide is given to the municipalities, in

<sup>18</sup> Social tariffs to maintain the supply

<sup>19</sup> social association depending of cities

<sup>20</sup> social allocations

particular via the CCAS, and is available upon request. One million copies were distributed to the municipalities in six years.

A training of social workers in the field of energy insecurity has also been created in 2003 through a partnership with ADEME and the National Centre for the public service. Support from the ADEME has been helpful in carrying out this project. The 140 people who have benefited are extremely satisfied and the SIPPAREC wants to extend this action.

At the end of these meetings, a second guide, focused on the issue of incidents of payment has been issued to the attention of social services, to remind the existing rights, and thus avoid situations disruption of the supply.

The SIPPAREC also offers CCAS financial assistance to encourage them to distribute low power consumption lamps to poor households. This action is not a success: indeed, CCAS used very little, because the promotion of energy efficiency is not their primary vocation, although awareness actions are often undertaken at the end of the training sessions. SIPPAREC thinks about the best ways to capitalize on the goodwill and its valuable role as an intermediary and a spur between EDF and municipalities in this area, beyond the two guides, which are very useful and used.

## **6. Gaz de France: initiatives for fuel poverty - GDF- Laurence Boisrame**

Laurence BOISRAME reported various experiments in the area of solidarity and sustainable development, including the "Ecogaz". The aim is to help people in financial difficulty to alleviate the energy bills, but the improvement of the insulation.

Experimentation "Ecogaz" was held in Lille in partnership with the local association of solidarity "Croesus". It is estimated that 5,000 families, owners of their homes, are in trouble. As a test, GDF has proposed to nine families with or without children, composed of employees and persons in sick or retired, to make a energy diagnosis through an independent contractor. Two of them had benefited from the FSL in the period 2004-2005.

The recommendations of work, as well as costs and savings assessments, were offered to families by implementing co-financing from the ANAH, Ademe, the General Council and GDF, 10% of the amount of work remaining to be paid by the owners. There are plans to extend the test to three major cities, knowing that the test returns show that families are pleased.

It is noted that indeed this sum of 4,750 euros corresponding to a minimum of work, corresponding to limited budgets. In most cases, the projects mounted with the Ademe, the CRAM, CAF, and so on, allow only partial work.

In the United Kingdom, Warm Performance program, for installation of boilers and insulation work, poses a huge problem for low-income owners cannot even pay a contribution of 2000 EUR, for example. It is impossible at this time to subsidize the amounts to 100% and financing solutions with funding secured on the ownership of property are under consideration. Establish unattainable goals is quite problematic.

The proper sequencing of the work is crucial because the funds will not be available all at the same time. Work has to be planned in a consistent manner, to avoid to oversize a boiler, for example.

## **7. impacts of opening of energy market for the consumers – UFC Que choisir - Christelle Paulo**

UFC - Que Choisir encourages consumers to keep the regulated tariffs of electricity and gas. The experience on the commercial market shows that prices have risen significantly for those who had left the regulated tariffs, and that this gap is maintained. The existence of regulated tariffs is crucial.

UFC - Que Choisir underlines the need to strengthen the statistical knowledge of energy precariousness, and the fact that the issue of investment is absolutely critical to poor households.

### **8. White certificates – ADEME – Luc Bodineau**

At first, Luc Bodineau has presented the French white certificates programme and its first encouraging results.

Simple mechanisms could be added to white certificates program to tackle the issue of fuel poverty during the period 2009-2012. Taking into account the experience in the United Kingdom it could be imagined to put a constraint for achieving an amount of "precarious white certificates", according to a ratio to be determined. The award of a bonus applied to the white certificates in case of carrying out operations among households in a precarious situation is also a way.

In all cases, the definition of eligibility is a prerequisite. It may be pertinent to use existing procedures to tackle fuel poverty - Social Fund to facilitate energy efficiency work (FSTME) in particular - and existing structures and partnerships and to concentrate on the issue of increased funding, knowing that the white certificates is one possible means.

Suppliers could feed a fund to finance training on energy savings. Such a system already exists, not in favour of the action on the fuel poverty, but for the training of BTP. The implementation of this system is quite simple, and it might be a way to abound the fund as FSTME.

In France, specific mechanisms have been incorporated to funds in order to carry out diagnostics and work rather than repay debts. The white certificates could contribute to abound them.

The idea of giving bonuses to "precarious white certificates" or abounding Social Fund for the period 2009-2012 is to be welcomed, but we must bear in mind that the improvements for people in fuel poverty situation need important engineering for seemingly modest results.

If household with "normal" income may be interested in aid to the tune of 10% proposed by contractors who acquire the white certificates, this is not the case for precarious households, for which it must provide 90% of the budget.

In addition, Ademe supports a wide range of courses, including for social workers, but wonders about those who are generously provided by suppliers, which may find there, an opportunity to reduce their efforts in favour of work. At the very least, it may be suggested that the formations are not in areas where suppliers are not themselves directly involved.

### **9. How to identify fuel poverty – ADIS/GRJM – Ute Dubois**

Ute DUBOIS, Economist, ADIS / GRJM, University of Paris-Sud, reports that the literature on energy poverty shows that it is approached very varied according to the European countries

The definitions of poverty energy can be approached economic definitions of poverty. According to the criteria of usefulness, it will be defined by the inability to heating their home adequately. The criteria inspired by Rawls take into account the availability of a number of goods, income, a certain type of housing, and so on.

<b>Country</b>	<b>France</b>
<b>EPEE National Workshop #</b>	2
<b>Title of the Workshop</b>	Action of companies and industrial in the building sector
<b>Date and location</b>	5/12/2007 in Saint-Cloud, Lafarge building

<b>List of participants</b>		
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	Lemonnier			
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## A. Short Abstract of spechees

### 1. **Isolde Devalière**, *CSTB* : Definition of the fuel poverty

According to the English definition, someone is considered a fuel poor if he is having chronic inability to maintain a suitable temperature in his house because of his low income and / or low-quality energy housing. This definition includes all three components of the phenomenon, which is not limited to energy bills payment difficulties.

The available data from the European study SILC are quite different, indicating that the quantification of this complex phenomenon depends on the variables used.

The administrative approach is based on the number of beneficiaries of the Solidarity Fund Energy, hosted by the FSL, which aims to pay energy bills for household with payment difficulties. These funds, whose total reached 62 million euros in 2006, are funded by EDF and the general Councils (Conseils généraux). 300 000 persons benefiting each year.

The development of indicators which take into account the income and the quality of housing energy seems necessary, as well as those concerning the level of "left to live" and the share of energy expenditure, or the temperature level with the economic situation and the quality of housing energy.

The criteria of the number of occupants and situations of vulnerability of individuals (age, disability) should also be taken into account, just as the influence of climatic variables.

### 2. **Valérie Louberssac**, *Compagnons bâtisseurs* : The self-construction accompanied

The "self-construction accompanied" made by the NGOs are not necessarily less expensive than renovations made directly by the companies. Yet these actions do not rise competition between the NGOs and the craftsmen because it is a fact that these sites do not interest them, mainly for financial reasons, but also because the companies are not prepared to deal with social difficulties.

### 3. **Daniel Cérézuelle**, *PADES*: An experience of self-construction and energy management during the renovation operations

Large portions of the public with whom we work live in house without isolation. The energy dimension is present in almost all the sites where we work with the public "very social". The PADES is working in collaboration with Ademe to capitalize the methodology regarding self-construction.

Operators of self-construction are confronted with situations of chronic under-heating and / or equipment inadequate and dangerous - the very significant increase in sales of kerosene stoves,

including in the city, is a good example of this trend. The accommodations are mostly filled, causing serious moisture problems and significant health risks.

Operators are faced with insolvency situations, knowing that the social funds are usually quite inadequate to cope with the work that would be required. The financial assistance of ANAH allowed to support the work among owner-occupiers. It should, however, assess the extent to which such aid is actually used by potential beneficiaries and whether they are suited to the needs of the operators. Some operators believe that the aid towards energy efficiency program is not quite adapted due to the weakness of solvency.

#### 4. **Éric Lagandré**, ANAH: Prospects for action against the fuel poverty

There are two confusions we do routinely when we address the issue of building renovations. Some of the actions that need to be taken affect the vacant dwellings with very poor energy efficiency while the issue of energy poverty concerns by definition occupied housing. These two objectives have to be seen separately. Another confusion: we often cite the number of households (two million) that have suffered from the cold during the last twelve months, without remembering that all are not in a situation of vulnerability.

The actions of the ANAH for capital improvements to the owner-occupiers with modest incomes generally concern households whose incomes are between the income support (RMI) and the minimum wage (SMIC), but in practice the action almost exclusively concerns the occupants owners “very social” whose incomes are close to the RMI. 60000 owners of this type receive such aid annually and perform works by using them. The NGOs Habitat and Development and Pactarim under the OPAH relay the needs of the potential beneficiaries.

It appears that in the field of fuel poverty, aid comparable to what is given to a disabled person is needed. The decision to reinforce the implementation of the OPAH energy, and uncap the aid has been recognized and this should be done very quickly.

#### 5. **Pascal Lemonnier**, PUCA: Future of OPAH

It was decided by the ANAH, PUCA and ADEME to conduct an evaluation of the energy efficiency of OPAH, with the prospect that eventually all OPAH include a component of energy efficiency.

#### 6. **Sandrine Buresi**, GEFOSAT: FATMEE and collaboration with craftsmen

The FATMEE project has been established in 2002 in the Hérault department. The social goal is to keep people in their homes in the context of a shortage of social housing. Regarding GEFOSAT, the FATMEE project means improving the quality of housing and the control of consumptions. The interest of the project is to show that these expectations may converge and lead to better control of consumption, improved comfort and keep people in their own homes.

Improving the energy performance of housing is not a specific goal to the fuel poor housing. But difficulties identified in general are exacerbated in situation of fuel poverty.

During the FATMEE project, after diagnosis, we install equipment of saving flows (water and energy), and co-finance operations of energy improvement and thermal efficiency of housing, without neglecting the advice on behavior thrifty.

Regarding the renovation work, a partnership was developed with Pleiades Services, a telephone call center platform established by the General Council of Hérault in order to find easily craftsmen.

#### 7. **Audrey Lemarec**, H&D: Collaboration between H&D NGOs and artisans

Audrey Lemarec presented the results of a study « Faire progresser les performances thermiques des OPAH ». The study shows that the OPAH address typically homes of very low quality energy. 55% of dwellings are located (before renovation) in class G, 17% in Class E and 17% in class F. She points out that these statistics are not based on housing in general, but on the owner occupied housing low-income. Therefore, the quality start is very low. The energy performance of the vast majority of homes in the sample is between 600 and 800 kWh/m<sup>2</sup>.

The study shows that when assistance to contracting authority (AMO) has been made, 49% of homes have made a leap of two classes after the renovation work was done, versus 31% for skipping a class, and 20% of non - change. It appears that these shares are respectively 19%, 48% and 33% without assistance. We can conclude that AMO has a strong influence.

H & D would like to be able to find craftsmen willing to carry out the work in these poor environments, but it is actually a bit hard to find. Moreover, it is in practice defended by the authorities of local governments to suggest directly a craftsman, at least in written form. H & D is reduced to transmit lists of all craftsmen while we already know which ones accept to work with vulnerable people. This procedure makes us lose time.

#### 8. **Maurice Manceau**, Groupe Point P, Saint-Gobain: The role of the distribution sector and fuel poverty

The company, Saint-Gobain, produces materials. It is therefore far from the combat missions of fuel poverty. But the Energissime program has shown that distributors, as Saint-Gobain, could constitute the knot that would bring together manufacturers, craftsmen and owners of private and public sectors. Their potential is strong.

The trading of construction materials in France is done in 6600 outlets for professional and 2100 large DIY stores for individuals (Castorama, Leroy Merlin, Bricorama, ...). The distribution sector represents the only player in the territory where you can find craftsmen and owners.

We can also imagine building training courses for social workers, craftsmen and industrials, which would enable social workers to acquire a minimum culture technique and allow the latter to enter into mediation with the public with difficulties.

#### 9. **François Leblanc**, CAPEB: Fuel poverty and the work of craftsmen

The CAPEB asked at the Grenelle of Environment that: clear, precise and readable, financial aid such as loans at zero interest for thermal renovation is put in place.

It is also considered necessary to design an instrument for measuring the thermal performance reliable and usable for all types of buildings.

A check of the performance after work by a third party will ultimately prove vital, as the ability to define package deals from a technical standpoint and from the point of view of service.

Craftsmen deal with the fuel poverty from the perspective of people in situations of inability to pay their work. Craftsmen perceive the market of poor housing as complicated as a result of late payment, grant applications, and so on. It is suggested to facilitate action to ensure the direct payment of the benefit with the agreement of the owner, in accordance with the regular payment period of thirty days.

## **B. Main results**

### Difficulties and problems

- Insufficient Knowledge of FP (complexity of the phenomenon, many causes...)
- Lack of coordinated national policy
- Unwillingness of the professionals (craftsmen, companies) to intervene in FP housing because of the bad conditions of the dwellings
- Unwillingness of the professionals (craftsmen, companies) to intervene in FP housing because of the problems of insolvability
- Absence of distributors and industrials on these questions of FP and “very social public”
- Fragmentation of funding mechanisms
- Too weak regulation in the field of construction and renovation of buildings

### Research on FP and building process-types

- Conduct a fundamental study
- Create a permanent observatory of FP
- Expand assistance to specific contracting authority
- Federate the actors in the sector
- Develop specific aid of ANAH

### Improve the accessibility of the market of the renovation buildings for the craftsmen

- Developing the social and technical intermediation
- Expanding the number of service platforms
- Improving the readability of the lists of craftsmen ready to work with household in situation of FP
- Simplify and make readable existing energy labels
- Increase awareness of craftsmen from the local programming of OPAH

### Build the conditions of finance and insurance

- Simplify the application procedures for project such as FATMEE
- To ensure the payment of professionals
- Apply devices tax credits to all beneficiaries
- Reviewing the scales applicable to tax credits
- Increasing amounts of public funding
- Create specific financial products
- Designing insurance products at affordable cost

### Developing the role of industrials and distributors

- Distributors could provide information and training
- The industrial manufacturers could develop a system to dispose of the materials they don't use to NGOs that assist the fuel poor

<b>Country</b>	<b>France</b>
<b>EPEE National Workshop #</b>	3
<b>Title of the Workshop</b>	The issue of fuel poverty in social public housing
<b>Date and location</b>	7/02/08 in Paris, Union social pour l'Habitat

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A. Short Abstract of speeches
<p>1. <b>Brigitte BROGAT</b>, <i>Union sociale pour l'habitat (USH)</i>: The quality of the social housing park: what has been done and what remains to be done</p> <p>The issue of energy poverty in social housing is less important than in the private sector. The average energy expenditure represents about 2.3% of household spending in France.</p> <p>The total expenses (rent + charges) is actually lower in the social park than the private one, however, the average amount of expenses energy and non-energy is higher for social tenants.</p> <p>Social park is characterized by a strong dominant heating gas (62.3% of homes) and a relatively small share of electric heating (12%). Heat pumps have become rare because of the difficulties encountered operating.</p> <p>These features make the tenants very vulnerable to the rising price of natural gas and energies in general.</p>

The HLM (social) park itself is atypical. The new building has historically a better energy performance than dwellings from the private sector. Moreover, the maintenance practices and rehabilitation are systematic and regular. The energy performance of the park is increased from 250 kWh/m<sup>2</sup> in 1982 to about 160 kWh/m<sup>2</sup> in 2006. The average quality of the park is favorable: the median of the park is located in Class D as defined classifications ECD and GEC.

1% of the social park is classified as G and deserves a very special attention. The large buildings (bar) rehabilitated correspond to the class D. Some buildings heated with electricity are ordered E and F. Most of the tenants in a fuel poverty situation is therefore probably in housing F and G. The social landlords now bend on this issue.

The politicians always required that the social park to be exemplary, but economic and financial arbitrage to realize these goals will be very tough, both because of the demand for new production and budgets of the ANRU, which limit the ability of intervention in the existing fleet. The priorities will therefore be defined with the utmost severity.

-The renovation program of 800 000 dwellings

675 000 housing ordered E, F and G according to the DPE classification, and 175 000 housing involved in the programs ANRU have been identified and will be renovated in order to improve their energy efficiency and bring them to class C of the DPE, according to the commitments of the government during the Grenelle de l'environnement.

Completion of this program will eliminate a large part of the problem of fuel poverty in social housing.

2. **Jean-Alain Meunier**, Habitat Territoires Conseil : The state of fuel poverty in the existing park: data from the Observatory of charges (monitoring of the rental charges) of the USH (social union of housing)

The social park counts in France 4 315 000 housing, where 16% of the population is housed. This park is recent: only 11% of dwellings were built before 1956, when the first thermal standards internal to HLM were adopted.

A simulation of the situation of modest household, depending on income, rent and maintenance charges was constructed from the data known by the Observatory of charges in order to evaluate what was the share of energy costs in the budget of the households and estimate the situations of fuel poverty and energy precariousness in France.

Simulation shows that the rate of effort (ie the ratio rent and expenses / incomes) ranges from 22 to 37% depending on the case. The share of income represented by the energy expenditure of 50% of persons living in Ile-de-France, receiving the minimum wage and living as a couple or single approach or exceed 6%, knowing that the increases in energy prices that occurred in November 2006 was not included in this estimate.

The simulation shows that the number of people meeting the criteria of the English fuel poverty (rates energy effort higher at 8 or 10%) is not negligible, and that rises probably to 20% of population in Ile-de-France in social housing.

3. **Alain Chosson**, *CLCV*: How tenants associations deal with situations of fuel poverty in the social housing?

The action to undertake to tackle fuel poverty is a question of citizenship, and not to build an assistantship. The question arises, therefore, in exactly the same terms if energy was free, because environmental issues are such that collective action must master the use of energy, and not, as has been the case until 'here, to base public policy on the development and the cost of the different forms of energy.

CLCV is trying to promote information on consumption. We must act globally to compel companies to produce equipment that ceases to encourage waste.

4. **Corinne Rinaldo**, *CNL*: How tenants associations deal with situations of fuel poverty in the social housing?

It seems important to involve tenants during the achievement of diagnostics. Too often, the past

actions of rehabilitations have failed to comply with a "case by case basis" and taking into account the lifestyles and feedback from tenants.

Although imperfect, the DPE at least exists, and the CNL would like that this DPE would be realized in partnership with tenants in order to facilitate their understanding, but also to help them in case studies of APL, for example, in case of increased expenses.

**5. Moussa Hamdani, GROUPE IMMOBILIÈRE 3F: Partnership between energy providers and HLM: CEE (white certificates) and the behavior of tenants in situation of fuel poverty**

The behavior of tenants is extremely important in terms of global environmental issues, which must be faced now. Such behavior should be radically changed in order to challenge waste. Tenants are generally well informed and willing to produce efforts, but not always know how to do it on a daily basis.

Cases of tenants renouncing to heat due to insufficient revenues are well known. I3F act as soon as the person is no longer in a position to pay its expenses, a social investigation is conducted. In each department, a « social unit » is created to report problems by households and who warn institutional partners: city hall, department, etc.

I3F is literally "chasing" at the very high-energy expenses in all buildings, in this case when the sum rent plus charges exceeds 11 Euro/km<sup>2</sup>, but intervening on the level of charges is complex.

**6. Caroline Vallat, URHLM PACA-CORSE: Examples of interventions that were conducted in PACA**

By the early 90's, but essentially since 1996, the association develops actions to promote sustainable development. During these years, the demands have emerged to promote the control of energy, starting with the electricity consumption. This has led to create a club of Energy since 1990 and, therefore, to educate agencies HLM, creating and developing training for personal real estate, in order to publicize good practice to tenants.

Our organization conducted a survey, which found that the lack of energy in the component PSP was due to the priority given to the production of housing in urban watersheds where the situation is very tense and where the population in a situation of Poverty increases. Agencies placing priority on balanced budgets, knowing that the only products available are the rents and that the operations of energy management, and more renewable energy production, are difficult to balance because of the cost.

**7. Claire Bally, Ecopolenergie: Examples of interventions in Marseille**

Since 2004, an effort to promote energy conservation in social housing in Marseille is being conducted. An exhibition in the form of a flat-witness was set up to make concrete actions that could be taken outside the control of the lighting and water use in order to facilitate trade between the actors in the district. The Social landlord been accompanied by parallel to facilitate action on the equipment and buildings to the savings flow, as there was no question of asking efforts only on the part of occupants.

**8. Nathalie Debrune, Association A3E: FSL and social housing**

The difficulties are far greater with social landlords than with private owners, because working with social landlords suffers from inadequate communication with the services. Operations of building insulation are scarce and the link with the HLM organisations is difficult. The lack of a common terminology makes itself felt, just like certain susceptibility. The visits and diagnoses in social housing are now reported upstream to the suppliers, as having made diagnoses without preventing had caused very negative reactions. This attitude is not conducive to action.

**9. Gael Le Ber, Armorique Habitat: testimony of social housing organism**

This mid-sized company includes 4500 dwellings, whose average age was 22 years and 53% of the fleet is made up of individual dwellings. The clientele is very social. Rents and expenses are low and deliberately framed under a historic policy to secure the status of tenants.

But constraints became tighter, because construction costs increase at each regulatory reform, including heat, but also in terms of access for disabled, and so on, while financing costs are increasing, as are the standard surface and comfort.

Controlling energy costs enable us to both increase the credit standing of customers, and to ensure the continuity of heritage and maintain good attractiveness of the offer to run.

Our company has been implementing many projects for the renovation and rehabilitation to improve the comfort of its tenants and reduce their charges. These projects anticipate regulatory developments, in order to project the future costs and prepare arbitrations heritage. The projects are innovative, and systematically validated by the institutional and representatives of the tenants.

Lower consumption is not enough. An important source of economy also lies in futures thinking on ventilation.

Finally, consumer information remains essential on topics as diverse as the use of gas cylinders, water management, the eve of electrical goods, household and green waste, and so on.

#### 11. **Christian Laidebeur and Abed Bouziane**, IGLOO Chelles: A special operation which

The Igloo approach is oriented towards people in a situation of social or economic difficulties who participate in the realization of their homes, and in a second stage the project also contributes to their return to work. The success is high, since 70% of those who participated in the programs in the Nord-Pas-de-Calais are today holding a steady job.

Another operation in Chelles was conducted. It is very expensive. The total cost of the work is approximately 1.4 million euros, representing a price per m<sup>2</sup> habitable over 1800 euros. The financial balance of the project was obtained through grants exceptional party came to a complete financing PLAI classic.

## **B. Main results**

### The phenomenon of fuel poverty in social housing

- Causes identical to those of private sector
- The rents are moderate but charges stronger
- An important part of the tenants in situation of fuel poverty
- The question of fuel poverty is less known and recognizable than in the private sector

### The specificity of the social housing

- A thermal performance above the average
- A high prevalence of gas heating
- The modes of heating have varied greatly depending on the cost of each
- The renovations are much more numerous than in the private sector

### Rehabilitation and actions that have been taken by landlord in the social public housing

- 850.000 housing rehabilitation is the priority goal from the Grenelle de l'Environnement
- Self-management organizations enables them to develop very ambitious actions, including in the field of sustainable development, energy conservation and renewable, while maintaining an appropriate level of expenses for public social.
- The pressures on the housing market tend to create a funding allocation available to new construction. This trend is reinforced by the fact that the "gains" energy achievable in the new housing are cheaper than those made in the renovations. But the major energy

challenge lies in the old housing.

- Elaboration of renovation programs-type
- Preparation of technical interventions "ready to use" corresponding to the five major types of social buildings in the park. This method of renovation "ready to use" will enable to act more quickly and limit the needs to adapt the rehabilitation for the various renovations.
- Reviewed from top to bottom all the strategic plans of heritage (PSP) in order to integrate the discriminant of the thermal performance after the rehabilitation.

#### Reaching the tenants: challenges are multiples including consciousness raising

- Even if it does not replace the work on buildings, people should be aware of the proper use of housing when entering in the dwelling.
- The inhabitants of the most modest housing don't go on themselves seeking information. Awareness therefore requires a dedicated action: continuity in welfare centres and at the CAF, apartments witnesses, videos, home visits, and so on.
- Developing new partnerships to educate and raise consciousness
- Train staff in contact with the tenants on basic notions about energy efficiency
- Involve tenants in sustainable development actions that is taken is a condition of effectiveness. Associations of tenants should be consulted before all operations of renovation to improve the projects.

#### Action towards social housing actors such as HLM

- To promote the incorporation of sustainable development in HLM organizations
- To promote exchanges between housing agencies (HLM) to share experiences
- Strengthening capacities for contracting authority of agencies
- To increase awareness of funding opportunities for housing agencies

#### Other ways of action

- By constructing statistical evaluations more comprehensive, taking into account all climatic zones, we will have a clearer view of the phenomenon of fuel poverty.
- It will also be important to centralize data available within the Observatory of charges of the USH to the future Observatory of fuel poverty.
- Create a specific training on fuel poverty in social housing
- To compete vendors at the sale of CEE (white certificates) to encourage operators to offer, in addition to competitive pricing redemption of CEE, benefits improving proficiency in the consumption of energy systems.

### III. National Workshops in Great Britain

<b>Country</b>	<b>England</b>
<b>EPEE National Workshop #</b>	1
<b>Title of the Workshop</b>	European Research Workshop
<b>Date and Location</b>	The workshop was held as part of the programme at NEA's Annual Conference at the University of Chester in North West England on 19 September.

<b>List of participants</b>
<p>A total of 25 participants took part over the 2 sessions of the workshop. The stakeholder target groups they represented included:</p> <ul style="list-style-type: none"> <li>♦ energy supply companies and consultants</li> <li>♦ energy efficiency advisors/installers</li> <li>♦ campaigners/community groups</li> <li>♦ energy consumer body</li> <li>♦ academics/researchers</li> <li>♦ government departments.</li> </ul>

**NEA Annual Conference 2007  
European Workshop**

**Please sign in**

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R3o Center	Warm Zones Limited
VALENTINE PULHOLIAN	EDF ENERGY
NICK LOMAX	CEN
D. BOOTLE	NEA
<del>ELIZABETH GORE</del> ELIZABETH GORE	ENERGY ACTION STRAND
Jean-Paul BHALABERHA	Newcastle Musicians Community Association
Julia Green	Energy Inform
Maria Fernand	EEEC
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Cherie Alford	The Orderson Services Ltd.
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SARAH JARVIS	NEA

**NEA Annual Conference 2007  
European Workshop**

**Please sign in**

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3	Jenny Saunders	NEA	Speaker	
4	David Ormandy	University of Warwick	Speaker	
5	Catrin Maby	Severn Wye Agency	Speaker	
6	Sandrine Buresi	Gefosat	Speaker	

## A. Short Abstract of Speeches

### Programme

1. Presentation on findings of WP 2 and 3 for each partner country.
2. Discussion on the three elements contributing to fuel poverty - ie what can be considered best practice in addressing energy prices; household income; house condition.

The specific roles of the voluntary, statutory and private sectors were invited to share their views on the key questions:

- ◆ What is happening to deliver fairer prices for the poor
- ◆ How are low-income households being assisted to maximise their incomes
- ◆ Which are the most effective energy efficiency and housing improvement programmes.

(The programme was the same at each of the 4 workshops but with different contributors and different format).

Participants were asked to comment on the proposal that Warm Zones represent the best practice on all three issues impacting on the causes of fuel poverty and to offer other suggestions.

## B. Main Results

### Summary of Discussions and recommendations

The first part of this workshop presented research themes and preliminary findings from WP 2 & 3 which start to explain and shape our understanding of the problem of fuel poverty in other member states.

The second part explored what we understand to be good practice in developing policies and practice to tackle the problem of fuel poverty in the UK. Models of good practice which may be replicated in other countries were discussed, sharing of ideas and experiences was a key feature of the workshop in order to help develop meaningful programmes to assist those on low incomes across EU member states was a key feature of the workshop. The role of different sectors was explored, including the statutory, voluntary and business sectors.

### Fairer energy prices and social tariffs:

- ◆ There needs to be a common definition for social tariffs and a requirement on all suppliers to provide a cheaper tariff to an agreed eligibility group - possibly those identified by NEA as already eligible for cold weather payments because they qualify for the premium level welfare benefits. (In France EdF introduced, in 2005, a social tariff with no standing charge and a certain number of free KW Hours. Eligibility has been modelled against consumption patterns. 1.5 million eligible but only half have signed up, and EdF have automatically transferred some consumers. There is a need to work with social workers to promote more widely). This 'rising block tariff' has an inbuilt incentive for energy efficiency (or alternatively a penalty for those who won't/can't limit consumption). By contrast EdF Energy Social Tariff in the UK is available to around 60,000 customers.
- ◆ Consider always the desired outcomes of fuel poverty alleviation programmes and consider phasing or piloting before national roll-out to ensure good practice means the desired outcomes are achievable.

- ◆ Area-based, comprehensive provision of benefit entitlement/energy efficiency advice and physical energy saving measures considered by most as good practice although the dangers were highlighted as potentially sucking resources into a limited number of geographical locations.
- ◆ Areas where the Warm Zone model might have been improved on if the 'available tools' were improved:
  - identification of vulnerable households via community networks
  - wider range of measures and assistance to those not eligible for grants
  - involvement of the health sector by setting health-based approach to housing standards and producing good evidence on the cost to the health sector on cold homes
  - share learning on motivational issues - which messages work best for different household types
  - use the common assessment framework as a means of identifying people in ill-health living in bad housing and overcome issues of consent and cross-referral
  - avoid advice on the door step about tariffs - because of mis-selling on the doorstep during early phases of energy privatisation in the UK
  - retain some flexibility to work outside immediate wards
  - anticipate considerable time to build up trust in some deprived communities before take-up of assistance accepted
  - fast-tracking essential for people in most need if health and social care sectors are to be supportive
  - benefits advice and support in claiming are an essential measure and will make a long-lasting difference to fuel poverty.

<b>Country</b>	<b>Northern Ireland</b>
<b>EPEE National Workshop #</b>	2
<b>Title of the Workshop</b>	European Research Workshop
<b>Date and Location</b>	The workshop took place at an event in Belfast on 9 October organised by NEA Northern Ireland and the Northern Ireland Investing for Health Eastern Area Partnership. The seminar was held to share good practice across the UK and Ireland, to review progress on the Northern Ireland fuel poverty strategy and to identify best practice in the Province. The event was held in a hotel and almost 100 participants were involved. Because of the numbers involved, small group discussions were held at tables of 8-10 people with feedback on written sheets.

<b>List of participants</b>
Participants represented all of the main agencies involved in fuel poverty in Northern Ireland:
<ul style="list-style-type: none"> <li>◆ energy companies</li> <li>◆ local authorities</li> <li>◆ community groups</li> <li>◆ politicians from 3 of the parties</li> <li>◆ anti-poverty campaigners</li> <li>◆ consumer advice agencies</li> <li>◆ insulation and heating companies.</li> </ul>

NO	FIRST	SURNAME	ORGANISATION
1	Bill	Adamson	DCI Energy Control Limited
2	David	Bothwell	AES Kilroot Power Ltd
3	Anne	Breeze	Northern Ireland Electricity
4	Wendy	Brolly	Newtownabbey Borough Council
5	John	Corkey	Belfast City Council
6	Frances	Dowds	NI Anti Poverty Network
7	Bernadette	Duffy	Eaga plc
8	Louise	Finlay	NIEA
9	Jacqueline	Frazer	NIFHP
10	David	Gourdji	Abbey Insulation / Warmfill
11	Diana	Johnston	Causeway Citizens Advice Bureau
12	Ruth	Liggett	Lisburn City Council
13	Valerie	Loughins	Northern Ireland Energy Agency
14	Mimi	McAlinden	Investing for Health
15	Claire	McCambridge	Northern Ireland Electricity
16	Nora	McCarthy	Footprints Womens Centre
17	Marion	McCloskey	Homeseal
18	Ciara	McCormack	Ballymoney Borough Council
19	Colette	McGibbon	Footprints Women's Centre
20	Angela	McKeegan	University of Ulster
21	Una	McRoberts	Ardoyne / Shankill HLC
22	Fiona	Meenan	BHSCT
23	Celine	Murray	DETI
24	Stephen	Nicholl	New Lodge Duncairn Community Health P/ship
25	Katie	Pilkington	Northern Ireland Energy Agency
26	Alanagh	Rea	Whiterock Community Centre
27	Deborah	Roy	University of Ulster
28	Barry	Steele	NIHE
29	Wilma	Stewart	Northern Ireland Electricity
30	Patricia	Watson	University of Ulster

<b>Key-actors (main speeches)</b>				
<b>#</b>	<b>Name</b>	<b>Organisation</b>	<b>Function</b>	<b>References</b>
1	Jenny Saunders	NEA	Leader	

### **A. Short Abstract of Speeches**

#### **Programme**

Following an initial presentation by Jenny Saunders, NEA, the groups were asked to discuss the proposal that the Investing for Health Eastern Area Board's fuel poverty project might be proposed as representing best practice in Northern Ireland. Other contributors to the seminar included Mimi McAlinden, the Manager of Investing for Health Eastern Area Board.

### **B. Main Results**

#### **Summary of Discussions and recommendations**

- ◆ Discussions focused on the need for more action, with specific recommendations:
  - the inadequacy of the Winter Fuel Payment (which has not increased in recent years) whilst energy prices have risen by over 50%)
  - the need for fairer tariffs
  - improved communication between energy companies, the energy efficiency scheme managers and householders, through community chairpersons or health workers
  - with limited resources some form of prioritisation should be introduced to help people in most need first
  - better energy advice is needed for all age groups
  - where it is uneconomic to extend the gas network there is a need to provide grants for micro-generation or renewable heating systems, and additional support to rural communities
  - an energy efficiency levy should be extended to oil and coal suppliers and the existing levy on electricity should remain focused on low-income households
  - grant aid should be available to a wider group
  - learn lessons from other, colder countries on how to cope with the cold
  - increased corporate responsibility is needed
  - set new licence conditions for landlords to improve housing standards
  - focus the debate on health inequalities in fuel poverty
  - Establish Investing for Health Manages forum to share best practice on fuel poverty
  - One-stop shop needed to advice on all aspects of fuel poverty.

**Areas of potential best practice in Northern Ireland**

- ◆ Work by Antrim Council to identify householders at risk of fuel poverty and advise them on help available

Investing for Health and Neighbourhood Renewal Policies and partnerships have been effective in creating partnerships to deliver practice assistance, working with housing authorities, SureStart centres, social services etc. An evaluation of the 'Warming Up' project 2003-04 showed that the link between tackling cold homes/ fuel poverty and improved health and wellbeing was very tangible. This led to the establishment of the Investing for Health funded project in the Eastern Area of Northern Ireland.

<b>Country</b>	<b>Scotland</b>
<b>EPEE National Workshop #</b>	3
<b>Title of the Workshop</b>	European Research Workshop
<b>Date and Location</b>	The workshop was arranged in Glasgow at the headquarters of Energy Action Scotland, a sister organisation to NEA, with similar aims and services across Scotland. It was held on 18 October 2007.

### List of participants

A total of 17 participants were present. The workshop was led by Jenny Saunders of NEA and involved the majority of EAS's Board members and other key stakeholders.
















The key groups represented included:

- ♦ major fuel poverty delivery agents
- ♦ local authorities/social housing provider
- ♦ voluntary groups
- ♦ energy advice and energy efficiency agencies
- ♦ energy consumer body
- ♦ energy supply company.

**18 October 2007**

Workshop Presenter: Jenny Saunders, NEA

#### Attendance

Norman Kerr	EAS	
Liz Fletcher	EAS	
Christine Davis	EAS Board	
David Sigsworth	EAS Board	
Tom Carbery	EAS Board	
Andrew Kilpatrick	EAS Board / Servite Housing Association	
Barbara Atterson	EAS Board / The Wise Group	
Liz Marquis	EAS Board / Energy Agency	
Janet Robertson	Strathclyde & Central EEAC	
Craig Thompson	Scottish and Southern Energy	
John Scott	West Lothian Council	
Heather McQuillan	Dundee City Council	
Shona Cargill	Changeworks	
Mark McArthur	Energy Saving Trust (Scotland)	
Maureen Mulvey	Glasgow Housing Association	
Natasha Murray	energywatch	
JEAN MORRISON	SCARF ABERDEEN	

Key-actors (main speeches)				
#	Name	Organisation	Function	References
1	Jenny Saunders	NEA	Leader	

### A. Short Abstract of Speeches

#### Programme

Refer to appropriate section on England workshop.

### B. Main Results

#### Summary of Discussions and recommendations

- ◆ Best practice was considered to respond to and anticipate the factors that drive low-income households to seek help.
  - This might include **DEBT**. The SCARF project in Aberdeen provides a holistic response to energy consumers who fall into debt by providing advice on managing, repaying and avoiding future debt and linking this to energy efficiency advice and grant aid as well as trying to find a cheaper energy supplier or tariff
  - **AFFORDABLE HOUSING**. Might also be a driver (a major issue in Spain and Italy particularly for young people).
  - **AFFORDABLE ENERGY**. A 'social tariff' may be a valuable part of the solution, but may be limited in value compared to other components of a best practice programme.
- ◆ Key agencies identified as essential partners in delivering best practice were named as:
  - LOCAL AUTHORITIES - (although their involvement varies considerably)
  - HEALTH BODIES - (missing in Scotland but leading the agenda in Northern Ireland)
  - VOLUNTARY SECTOR - relying too much on good will and unfunded work.
- ◆ Area-based models similar to Warm Zones were highlighted including the Glasgow Wise Group model, which has been in operation for over 20 years; Aberdeen Combined Heat and Power connecting 1,000 homes in 53 high rise blocks to cheaper gas and electricity supplies with a huge impact on fuel poverty and the Dundee Community Partnership which ran from 2002-2005 and included over 3,500 new heating systems, insulation, energy advice and benefit take-up assistance was delivered to households in a similar manner to the Warm Zones model.
- ◆ Essential elements of any scheme:
  - fit national frameworks
  - high level commitment
  - range of partners - understand drivers for each sector
  - Good data/mapping tools to identify areas/households in need (recommend Scottish Parliament commissions new data collection/analysis), particularly housing standard surveys
  - Trusted community leaders/intermediates
  - measurable impacts - eg money saved; carbon reduced; needs met.

- ◆ Best practice in urban and rural areas may involve different agencies (in South Ayr, a rural project is supported by 3 small parish councils assisting around 1,000 properties by linking different funding packages), may also need to consider gas network extensions to provide cheaper heat (currently around 70% cheaper to use network gas than electricity or oil). The project in South Ayr is funded through the ALTNER, heat from renewable energy sources fund and is a joint initiative with agencies in Greece, Germany and Spain, aiming to support dispersed local actors like engineers, building designers, public authorities and consumers on the use of renewables and energy efficiency in buildings. As well as achieving an estimated 775 tonnes of CO<sub>2</sub> savings a year, it has helped families on low incomes to reduce their energy bills and to create local jobs.
- ◆ Missing or inadequate elements of the Scottish Fuel Poverty strategy:
  - adequacy of the welfare system and incomes policy for the poorest
  - grants limited to certain measures
  - lack of integration on schemes.

<b>Country</b>	<b>Wales</b>
<b>EPEE National Workshop #</b>	4
<b>Title of the Workshop</b>	European Research Workshop
<b>Date and Location</b>	The workshop in Wales was held on 25 October, in Newport at the South Wales Fuel Poverty Forum which meets twice a year and is run and chaired by NEA for all agencies working in the field of fuel poverty in South Wales as an information sharing body.

<b>List of participants</b>
35 participants took part in the work to identify best practice in tackling fuel poverty in Wales. Participants represented:
<ul style="list-style-type: none"> <li>◆ local authorities</li> <li>◆ housing associations</li> <li>◆ energy consumer body</li> <li>◆ energy advice and energy efficiency installers</li> <li>◆ energy companies</li> <li>◆ official from the Welsh Assembly Government.</li> </ul>

### South Wales Fuel Poverty Forum 25 October 2007 - Newport Participants' List

<b>Surname</b>	<b>Forename</b>	<b>Organisation</b>
ADAMS	Sally	Newport Care and Repair
ARTHUR	Tania	Swansea Care and Repair
ASPANAL	Sue	Caerphilly County Borough Council
BARTON	Jen	Wales and West Housing Association Ltd
BURGESS	Julia	Care and Repair Rhondda Cynon Taff
BUTLER	Mark	United Welsh Housing Association Ltd
CHAUDHRI	Rehanna	Cardiff County Council
CLARK	Brian	Bridgend County Care and Repair
COOKE	Tracey	Care and Repair Rhondda Cynon Taff
DAVIES	Wendy	energywatch Wales
EDGINGTON	Jane	NEA Wales
EDMUNDS	Jenny	Excelsior Homecare Ltd
ELLIS	Martin	Pellenna Communities First
GALLAGHER	Bill	Newport Care and Repair
GOLDSTONE	Alice	Of Glyndwr Training & Consultancy
HANKINS	Jackie	Neath Port Talbot County Borough
HARRIES	Graham	Carmarthenshire County Council
HOWELLS	Dilys	South East Wales EEAC
HUDSON	Jan	SWALEC (part of the Scottish and
JAMES	Judith	Torfaen County Borough Council
JENKINS	Kris	Scottish and Southern Energy
JONES	Allan	Torfaen County Borough Council
JONES	Crispin	Essex EEAC
KEARTON	Lindsey	Welsh Consumer Council
MARTIN	Steve	Caerphilly County Borough Council
MCPAHON	Andy	Monmouthshire County Council
MILES	Gareth	npower
POWELL	Sarah	Vale of Glamorgan County Borough
ROWLANDS	Angela	Torfaen County Borough Council
SAUNDERS	Jenny	NEA
SIMPSON	Paul	Domestic and General Insulation Ltd
WARD	Andrew	ScottishPower Energy Retail Ltd
WILDMORE	Hayley	Eaga Plc (Wales)
WOOLDRIDGE	Helen	National Grid
ZOLLE	Nuria	NEA Wales

<b>Key-actors (main speeches)</b>				
<b>#</b>	<b>Name</b>	<b>Organisation</b>	<b>Function</b>	<b>References</b>
1	Jenny Saunders	NEA	Leader	

### **A. Short Abstract of Speeches**

#### **Programme**

Following an initial presentation by Jenny Saunders, NEA, 5 smaller groups worked to propose schemes and then agree which were the most effective.

### **B. Main Results**

#### **Summary of Discussions and recommendations**

- ◆ Areas where the fuel poverty strategy could be improved were identified, along with the agencies who should be involved:
  - need for a local authority dedicated fuel poverty officer to drive action
  - training programmes for health and social workers on identifying fuel poverty and establishing referral routes
  - grants for 'hard-to-treat' properties
  - prioritising energy efficiency in regeneration and Neighbourhood Renewal Areas
  - more holistic debt and benefits advice in more areas, and better energy advice
  - support for partner organisations including CABx, Age Concerns and others
  - more social tariffs and fairer pricing, ending differential of prepayment meter charges
  - regular billing and improved advice/support from energy suppliers
  - better co-ordination and monitoring of impacts.
  
- ◆ Good practice was identified as:
  - Merthyr Tydfil Council's Affordable Warmth Action Plan, which has developed local partnerships for action on fuel poverty
  - 'Here to Help' an Energy Efficiency Commitment programme run by British Gas with a number of charities which is working well in Nantle Valley, Gwynedd
  - Healthy Homes project run by South East Wales Energy Advice Centre
  - 'Health Through Warmth' initiative run by npower in the Vale of Glamorgan which supports health and community workers
  - Rhondda, Cynon Taff and Merthyr Tydfil Councils for trialling fuel poverty assessment within the Unified Assessment Procedure used by social services
  - Neath Port Talbot and Bridgend Councils' Welfare Rights Departments which are linking benefits advice with advice on debt and energy efficiency
  - Aberystwyth Communities First for establishing an energy forum to consider action on fuel poverty
  - Scottish and Southern's 'Energy Plus Care' social tariff
  - Warm Wales - an area-based programme using the Warm Zones model in Neath Port Talbot and Wrexham (£8-10 million additional funding drawn down for fuel poverty measures)

- Home Energy Efficiency Scheme (although concern over level of funding)
- 75+ fuel poverty screening project - supported by GPs - 3 year report available.
- Tal-y-Bont on Usk and Llanidloes energy offering housing surveys and advice
- Care & Repair Handyman schemes and dedicated energy efficiency case worker in Cardiff.
- Keep Warm This Winter advice campaign.
- HEAT - Warm-a-life scheme
- Caerphilly Council's energy efficiency scheme 'CHEERS'
- Flintshire's 'Flinslate' scheme.

There was no agreement reached as to which represented best practice, although Warm Wales, Health Through Warmth and Here to Help Schemes, all supported by energy supply companies were welcomed as well as the lead given by a number of the local authorities. None of the schemes could work effectively without partnership arrangements and community level co-operation, and most work best with a focussed area-based approach.

The largest area-based operation has been in Neath Port Talbot where 45,000 household assessments have been carried out; over 17,000 have received free loft and cavity wall insulation; 510 heating systems installed; 400 new gas connections made; 134,00 low energy light bulbs distributed, 9,000 benefits advice requested and £1,579,000 new or back-dated payments identified and claimed. It works closely with Health Through Warmth.

## **CONCLUSIONS**

There are numerous fuel poverty schemes operating across the UK with the involvement of hundreds of partner agencies. There is a danger in this, of course, that there is no consistent provision and assistance depends on local champions proactively drawing in resources from national funding streams.

Whilst recognising the potential impact on other areas without local authority leadership, the area-based 'Warm Zone' model or similar models are deemed by NEA and many of the participants at the workshops to represent best practice.

NEA will describe in more detail one of the area-based schemes to demonstrate the impact of this approach on fuel poverty with the existing resources available in the UK.

## IV. National Workshops in Italy

<b>Country</b>	<b>Italy</b>
<b>EPEE National Workshop #</b>	1
<b>Title of the Workshop</b>	Fuel poverty: social impacts of energy costs in opening of the energy market
<b>Date and location</b>	Milan, 15 <sup>th</sup> January 2008

<b>List of participants</b>		
<b>Name</b>	<b>Organisation</b>	<b>Function</b>
Romano Ambrogi	CESI Ricerca (R&D)	
Alfredo Amman	AMGA (Energy supplier)	
Giuseppe Arduca	A2A (Energy supplier)	
Giorgia Benati	Autorità per l'Energia Elettrica e il Gas (National Energy Regulator)	Functionary
Valter Bertoncello	Town of Nerviano	Technical Functionary
Anna Boccardi	Punti Energia (Energy Agency)	Project Manager
Massimo Buscemi	Regione Lombardia	Regional Councilor for Energy and Sustainable Development
Mauro Busnelli	ARTSTUDIUM	Consultant
Cristina Campaleoni	CISPEL Service (Association of Multiutilities)	
Alfonso Ceresani	NOUSTAT Srl	Management Consultant
Giorgio Crippa	AGAM Monza (Energy supplier)	
Matteo Fiore	-	Teacher
Cristina Forghieri	Sole24Ore (National financial newspaper)	Economic journalist
Stefania Ghidorzi	Punti Energia	EPEE's staff
Alessandro Gualerni	A2A (Energy supplier)	
Emilio Maiandi	A2A (Energy supplier)	
D. Maric	ICTSwitzerland/ATED	Responsible ICT for Environment
Valeria Milani	Regione Lombardia (Department for Housing)	Functionary
Paolo Nardi	Bocconi University	Student
Rigela Ndreko	A2A (Energy supplier)	
Erika Negro	Kyoto Club (National Environmental Association)	
Plinio Paties Montagner	Plurigas (Energy supplier)	General Manager
Antonino Pavone	AMSA (Wastes Treatment)	
Giancarlo Riva	AGAM Monza (Energy supplier)	
Lucia Sanfilippo	A2A (Energy supplier)	
Paolo Savazzi	Chamber of Commerce of Milan	
Nicola Signorelli	IRER (Regional Institute for Research)	Researcher
Rinaldo Sorgenti	ASSOCARBONI (National Association of Carbon Producers and Traders)	Vice President
Anna Tirelli	AGAM Monza (Energy supplier)	
Maria Chiara Fumagalli	Punti Energia	

Chiara Previdi	City of Monza	Responsible of Social Services Department
Francesca Venturi	AGI (National Association of Journalists)	Journalist
Giorgio Sardi	A2A (energy supplier)	
Alessandro Salamon	AEM Energia (Energy supplier)	Functionary
Cesare Gironi	AEM (Energy supplier)	
Eugenio Gatti	Politecnico of Milan	
Graziano Dragoni	Politecnico of Milan	
Alfredo Lomi	ENEL (energy supplier)	
Rosita Carnevalini	Autorità per l'Energia Elettrica e il Gas (National Energy Regulator)	Director of Studies and Researches Unit
Francesco Ranci	Quotidiano Energia	Journalist
Claudio Minoia	Province of Milan	
Kenna Amorel	Bloomberg News	Journalist
Mauro Fasano	Regione Lombardia	Responsible of Department for Energy and Innovative Projects)
Ornella Sinigaglia	University of Milan	
Massimiliano Chiavadone	Telelombardia (TV and Radio)	Journalist
Gabriele Arlati	Radio Marconi	Journalist

#### Key-actors (main speeches)

Name	Organisation	Function
Laura Ammannati	University of Milan	Professor
Silvio Bosetti	Energy Lab (Energy Research Foundation)	General Manager
Mauro Brolis	Punti Energia (Energy Agency)	EPEE's Responsible
Stefano Carugo	City of Monza	Town Councillor fo Social Services
Francesco Castelli Dezza	Politecnico of Milan	Professor
Giovanni Cocco	Bicocca University	
Pieraldo Isolani	ADICONSUM (National Consumers' Association)	Responsible for energy policies
Antonio Longo	Movimento Difesa del Cittadino (National Consumers' Association)	Responsible for energy policies
Roberto Malaman	Autorità per l'Energia Elettrica e il Gas (National Energy Regulator)	Director
Simone Mori	ENEL Spa (Energy supplier)	Responsible of Regulation and Tariff Department
Carlo Scarpa	Brescia University	
Andrea Silvestri	Politecnico of Milan	
Pierantonio Zanoncelli	ALER Milano (Provincial Organisation for Social Housing)	

## A. Short Abstract of speeches

1. **Mauro Brolis** (EPEE's team) presented EPEE's objectives, work programme and first results. Specific attention has been paid to the main findings of the comparative analysis carried out in each partner Country using the indicators and data of SILC (Statistics on Incomes and Living Conditions) in order both to study causes and consequences of fuel poverty and to evaluate the phenomenon at a national level. Then the research of good and best practices has been explained to share the methodology and to gather from all the involved stakeholders useful suggestions and proposals. A particular focus concerns energy efficiency measure in accordance with one of the main aims of EPEE.

2. **Laura Ammannati** (University of Milan) gave an overview of the problem at a legislative level. She underlined how is difficult to understand all the aspects influencing the relationship between regulation and policies within the opening of the energy market.

Consumers protection must be distinguished from social policies to support vulnerable consumers. In Italy these two aspects have been often confused. National Energy Regulator should take care even of social protection, in accordance with National law 481/95. We have to decide if the independent regulation must be connected with social policies or not.

Within a national opened energy market, British experience created a system that manages and acts in tackling fuel poverty through a complex programme of social protection and energy efficiency measures. This experience suggests how a clear distinction of roles and competences (regulation / social protection policies) may be effective: the governmental and institutional level (both at national and local level) works on policies for welfare; energy Regulator makes rules and organise programmes for energy efficiency and consumers' protection.

3. **Antonio Longo** (National Conference of Consumers' Associations – Minister for Economic Development) underlined how the common perception of the increase of energy price may strongly have a bad influence on their real increase and on the real worsening of relative poverty conditions. The management of a correct information on prices is the first condition that institutional and market key-actors have to grant to the consumers.

At the national level the Government recently created a new figure (known as Mister Prices) who control the real trend of prices for goods and public services. EPEE project represents a great opportunity in thinking about the chance to organise new mechanisms and action programmes to face a problem whose consequences are clearer than causes and decisive factors.

First steps of the opening of the energy market hasn't yet produced any appreciable changing for vulnerable consumers: prices are slowly decreasing but the total expenditure for public services and utilities increases and so contentions, frauds and problems do.

Both at the European and the national level warranties in choice of the best commercial supply must be granted. Then all the most important suppliers closed their local offices and consumers have several problems to find the right and effective way in complaining. More clear and independent information is needed and campaigns on energy saving, on feasibility and effectiveness of energy efficiency measures must be planned.

4. **Stefano Carugo** (Town Councillor for Social Services – City of Monza) talked about social system of his city. Significant informations on population and social status emerged: there are 7.600 single elderlies over 65 years who live with a very low income (less than 7.500 per year). Anyway this city present a general good level of living.

In spite of that more than 300 economic aids (totally more than € 470.000) have been distributed

to allow needy people to have a minimum standard of living. These subsidies increased through the years (in 2007 they were more than 370). Even bill arrears are increasing and more than 100 heating plants have been closed.

Energy costs for the households (for cooking and domestic hot water) increase from € 151 per year in 2005 to € 175 per year in 2007. For heating costs increased from € 882 per year to € 1012 per year in the same period. Energy costs have a stronger influence on the available income of the households.

This situation took the local decision makers to organise a new territorial planning with new measures and instruments to face the problem. For example the City of Monza has adopted a specific fund (Fuel poverty Fund) to finance interventions for energy efficiency in buildings of low income households or to give economic subsidies to allow to vulnerable people the regular payment of energy bills.

5. **Pierantonio Zanoncelli** (ALER Milano – Public Company for Social Housing) gave a presentation of the building stock managed by ALER in the metropolitan area of Milan that's maybe the most important one at the National level. The buildings present very bad level of energy performance (sometimes more than 600 kWh/m<sup>2</sup> per year, in accordance with the regional methodology for energy labelling of buildings) and considerable investments are needed to renovate them towards new good energy standards. Energy efficiency is the crucial point in tackling fuel poverty in social housing. The building stock of social housing in Milan has great potentials of energy savings but long term policies and programmes are expected to reach substantial results in reducing energy consumptions of these buildings.

6. **Roberto Malaman** (General Director of National Energy Authority) showed some interesting statistical data about families and energy consumptions. At the national level families' expenditure for energy represent 5% of their total expenditure but another share of 27% has to be added for housing.

The Authority, in its own role of regulating the energy market and in accordance with its competence (National law 481/95) in the matters of social protection, environmental sustainability and energy efficiency, organizes the national tariff system.

A new system of social tariff for electricity domestic end users has been recently structured by the Authority and adopted by the Government and it could be replied for the gas market.

National programme for energy efficiency (National Decrees 2004) and the related system of White Certificates is considered an interesting opportunity and certainly a point of discussion within the EPEE project. The GD of the Authority expressed willingness and availability in discussing the feasibility of this solution but he also pointed out that the Italian system of White Certificates is regulated as a market and it could be dangerous and fixing bonds for the supplier might have the opposite effect.

All documents and videos of the event are available at the following web address:

[http://www.energylabfoundation.org/energy/cms/energylab/eventi/convegni\\_seminari/2008/fuel\\_poverty/fuel\\_poverty.html](http://www.energylabfoundation.org/energy/cms/energylab/eventi/convegni_seminari/2008/fuel_poverty/fuel_poverty.html)

## B. Main results

### ***FP and opening of energy market***

- Creation of Data Base of certain and reliable indicators is needed to measure and monitor the phenomenon
- Social tariff in the gas market must be reviewed (only few Local Authorities applied the mechanism set up by the Energy Regulator in 2000)

- Independent information on energy prices is needed
- More informations on tariff options and the opportunities of switching is needed

***FP and Social policies (Welfare)***

- The problem is completely unknown among social workers
- Common training paths for energy professionals and social workers is needed (not separate paths but it's better to match different competences and experiences)
- Coordination between energy policies and social policies lacks
- Many Local Authorities give economic subsidies for heating to vulnerable consumers (mainly elderlies) but it's better to prefer long term policies (energy efficiency)
- ISEE (Economic and Social Conditions Indicator) is not a suitable indicator to identify real vulnerable customers: new set of indicators are needed

***FP and energy efficiency***

- At the Governmental level policies for energy efficiency must be clearly addressed to vulnerable customers as a priority (action to improve insulation of buildings cost too much and they need a strong economic support)
- Education to the rational use of energy is needed
- In different Regions new schemes and procedures for energy labelling may help to start a complex programme of renovation of existing building especially for the public social housing stock (that present very high level of energy consumptions and a dramatic situation in the maintaince of heating plant)

<b>Country</b>	<b>Italy</b>
<b>EPEE National Workshop #</b>	2
<b>Title of the Workshop</b>	Sustainable homes for a sustainable life: energy efficiency against fuel poverty
<b>Date and venue</b>	Milan, 26 February 2008 – Lombardy Region, Department for Public Services, Energy and Sustainable Development

<b>List of participants</b>		
<b>Name</b>	<b>Organisation</b>	<b>Function</b>
Stefania Ghidorzi	Punto Energia /Cestec	EPEE's team
Dino De Simone	Punto Energia /Cestec	Unit Energy and Environmental Planning - Responsible
Ivan Mozzi	Punto Energia /Cestec	Unit Energy Efficiency in Buildings - Responsible
Emanuele De Vincenzis	Punto Energia /Cestec	Heating Plants' Energy Efficiency expert
Massimo Volpi	Lombardy Region - Department for Public Services, Energy and Sustainable Development	Heating Plants' Energy Efficiency Regional Office
Elisabetta Confalonieri	Lombardy Region - Department for Public Services, Energy and Sustainable Development	Regional Warrantor for Public Services
Valeria Milani	Lombardy Region - Department for Social Housing	Functionary
Giovanni Morini	Lombardy Region - Department for Territorial Planning and Building Regulation	Functionary
Riccardo Oldani	Confcooperative (Builders' representative)	
Sara Grassi	ANCE Lombardia (Builders' regional Association)	
Roberta Manelli	CNA Milano (Regional Association of Crafts)	
Giuseppina Ghislanzoni	Confartigianato Lombardia (Regional Association of Crafts)	

<b>Key-actors (main speeches)</b>		
<b>Name</b>	<b>Organisation</b>	<b>Function</b>
Mauro Brolis	Punto Energia /Cestec	EPEE's team
Mauro Fasano	Lombardy Region - Department for Public Services, Energy and Sustainable Development	Policies and Projects Responsible
Alessandro Maggioni	Confcooperative (Builders' representative)	President of the Association
Valeria Milani	Lombardy Region - Department for Social Housing	Functionary
Marco Vicedomini	CNA Milano (Regional Association of Crafts)	Director of Department for Services

## A. Short Abstract of the speeches

1. **Mauro Brolis**, presented EPEE's objectives and work programme and also detailed the first results of the project. In particular main findings of benchmarking analysis carried out in the framework of "Statistics on Incomes and Living Conditions" have been presented to give useful informations about the knowledge of fuel poverty in each Country involved in the project. Then the research of best practices to tackle fuel poverty treated as an on-going activity. This is considered the most strategic phase of the project and its main aim is to recognize how in practice energy efficiency measures can contribute in reducing effects of the phenomenon on households life quality.

### 2. **Alessandro Maggioni** (Confcooperative)

Energy savings and rational use of energy are a priority for many professionals of social housing sector. They are very sensitive to the opportunity in building high efficiency houses or condominiums and at the same time they work in designing and building houses that could be efficient and cheap too. An interesting concrete realization has been developed in Milan where 400 new dwellings labelled B (the third best class in the labelling model that Lombardy Region has made compulsory from 1<sup>st</sup> September 2007) have been realized with a low cost (€ 2.100 per square meter). Sensitization of administrators of condominium to energy efficiency is needed because they are the most important key-actors in a common commitment to help vulnerable households. Policies and actions on the existing building stocks must be the first point of our agenda and we have to make energy auditing an absolute priority.

### 3. **Giuseppe Vicedomini** (CNA)

All professionals must be educated and trained to energy efficiency opportunity and tools. A concrete and effective good practice is for example the experience carried out by our Organisation with Lombardy Region: we started an intensive path of training for installers and crafts working on plants and buildings in order to define a new professional role, the Building Energy Manager". This new figure might be a very effective solution in supporting households in the management of energy uses and even to concretely promote the rational use of energy.

In general fuel poverty suggests to better understand which is the behaviour of consumers after the opening of the energy market: how many switched? How many have the useful informations to make this choice?

Cooling in summer is a particular problem for the Mediterranean Countries and it must be duly considered. In Italy this is responsible for a significant part of energy consumptions of the households especially in the North regions of the Country.

Anyway it's better not to give an exceeding importance to the economic indicator: we may rather deepen and be aware of social, housing and cultural aspects of the phenomenon.

A targeted action programme considering energy efficiency as the first key to tackle fuel poverty must have two fundamental objectives:

- A better definition and promotion of Energy Saving Companies and their capabilities in operate to increase energy efficiency and energy saving in buildings where fuel poor or vulnerable households live; Public & Private ESCO must be preferred in order to assure an high attention to social targets;
- Verify feasibility of a programme aimed to address energy efficiency policies and measures of energy suppliers and ESCO to vulnerable households (for example, a "priority group" could be foresee in the National mechanisms of white certificates).
- 

### 4. **Valeria Milani** (Lombardy Region, Department of Social Housing)

The relationship between the owner (Public Organisation) and the household is crucial when we talk about energy efficiency actions and measures in social housing. At regional level we recently enacted a law establishing a new programme for the maintenance of buildings and plants even using energy auditing and labelling. At the same time a research project on building cost for high energy

efficiency condominiums is finishing and it will give us important informations about the additional costs we have to consider to assure good energy efficiency standard to the new social housing or to the renovated ones. The research will also define the pay-back period of energy efficiency investments needed to increase the energy efficiency performance of the existing stock of social housing. We should increase the awareness of owners and managers of social housing about energy costs for vulnerable households.

#### 5. **Elisabetta Confalonieri** (Regional Warrantor for Public Services and Utilities)

Underlined a very important opportunity within the regional rules and policies: the high efficiency systems for power generation and distribution are a concrete reality and still a chance for new realization of important district heating networks in Lombardy. The Region should work on compensation mechanisms and foresee that the industrial actors interested in realizing new district heating develop energy efficiency programmes on the local buildings where vulnerable households live in order to improve their energy performance.

She considered not so interesting that National system of White Certificates could be include priorities related to a fuel poverty action programme. Italian energy efficiency programme for energy suppliers is ruled and managed as a market mechanism and defining specific bonds for such a mechanism is often a risk. It's better to foresee that the energy suppliers might do in a certain period some actions in improving energy efficiency of vulnerable households' buildings and the Government should provide an higher volume of certificates for this kind of intervention or the market could be rearranged in order to grant an higher value to these kind of certificates.

## **B. Main results**

### ***FP and energy efficiency***

- Priority Group and White Certificates: a deep analysis of opportunities and risk must be done because a particular attention is to be paid to the market characterization of the italian system of White Certificates;
- Energy Manager of Building: at the regional level Public Authorities are working a lot in defining this new figure able to support each households and condominium managers in evaluating the best solution for energy saving;
- ESCO have to be a crucial role in the concrete realization of actions to improve; insulation and energy efficiency in buildings occupied by vulnerable households;
- Not only building: monitor and improve energy efficiency of plants is crucial (in building occupied by vulnerable households you may often find old heating plants with very low energy performance)

### ***FP and social housing***

- Awareness of fuel poverty even at a local level is so important to review Plans and Programmes for new public social housing buildings and for the renovating ones (energy efficiency must be permanently included in regional and local SH planning);
- The problem of financing interventions to improve insulation in existing buildings must be deeply evaluated (Which funds? Which way to allocate them? To whom they may be addressed?). ESCO and banks must be considered two strategic actors in planning a complex programme able to cover the great part of needed financial investments;
- A wide programme of energy auditing on the existing stock is an absolute priority.

<b>Country</b>	<b>Italy</b>
<b>EPEE National Workshop #</b>	3
<b>Title of the Workshop</b>	Fuel poverty: Consumers' Organizations visions and proposal
<b>Date and location</b>	Rome, 2008 March 27 <sup>th</sup> – Minister for Economic development – department for market regulation – General Direction for Consumers and Competition – National Council of Consumers and Users (CNCU)

<b>List of participants</b>	
<b>Name</b>	<b>Organisation</b>
Mauro Brolis	Punto Energia/Cestec
Stefania Ghidorzi	Punto Energia /Cestec
CNCU Secretariat	Representative of the Minister for Economic Development
Pietro Spadoni	Conference State/Regions
Clara Gonnelli	ACU (National Association Consumers and Users)
Paolo Landi	Adiconsum – Association for the Defense of Consumers
Carlo Pileri	(Adoc – Association for Consumers)
Elio Lannutti	(Adusbef – Association for the Defense of Consumers and Users of Bank and Insurance Services)
Mario Finzi	Assoutenti - National Association for Consumers and Users of Public Services
Walther Andreaus	Centre for the Protection of Consumers
Giustino Trincia	Cittadinanzattiva – National Organizations for the Protection of Citizens' rights
Marco Maria Donzelli	Codacons – National Coordination Agency for the Protection of the Environment and Consumers' rights
Ivano Giacomelli	Centre for Citizens' rights
Mara Colla	Confconsumatori – National Association of Consumers
Rosario Trefiletti	Federconsumatori – National Association of Consumers
Alessandro Fede Pellone	Casa del Consumatore - National Association of Consumers
Pietro Praderi	Lega Consumatori - National Association of Consumers
Lorenzo Mozzi	Movimento Consumatori - National Association of Consumers
Antonio Longo	Movimento Difesa del Cittadino - National Association of Consumers
Massimiliano Dona	Unione Nazionale Consumatori - National Association of Consumers

<b>Key-actors (main speeches)</b>			
<b>#</b>	<b>Name</b>	<b>Organisation</b>	<b>Function</b>
1	Mauro Brolis	Punti Energia / Cestec	EPEE's staff
2	Stefania Ghidorzi	Punti Energia / Cestec	EPEE's staff
3	All Representative of CNCU's Members	Various (see the list above)	

<b>A. Short Abstract of spechees</b>
<p>1. <b>Mauro Brolis</b> (EPEE's team) presented EPEE's objectives, work programme and first results. Specific attention has been paid to the main findings of the comparative analysis carried out in each partner Country using the indicators and data of SILC (Statistics on Incomes and Living Conditions) in order both to study causes and consequences of fuel poverty and to evaluate the phenomenon at a national level. Then the research of good and best practices has been explained</p>

to share the methodology and to gather from all the involved stakeholders useful suggestions and proposals. A particular focus concerns energy efficiency measure in accordance with one of the main aims of EPEE. As regards to the nature and the particular mission of the stakeholders of CNCU, opportunity to discuss and evaluate national programmes and laws on energy efficiency in buildings has presented as the most important question to consider in the open discussion.

## **2. Common debate: questions about EPEE**

Different members of Consumers' Associations and the Minister intervened to underline the high value of the project that raises interest about a new crucial issue within the general matter of relative poverty. They all pointed out the importance of this kind of european research to investigate problems influencing different aspects of families' quality of life (environmental, social, economic, ...).

Some important questions emerged from the common debate as follows:

- Which is the european framework of regulation and management of the switching off?
- In Italy traditional meters for energy consumptions are being quickly replaced by the electronic ones: did EPEE consider difficulties/opportunities this phenomenon might produce for fuel poverty?
- Did EPEE evaluate reliability of the statistics used to provide the comparative study on causes and factors influencing fuel poverty? Did EPEE find that the creation of a national Data Base including specific data and indicators might be useful to improve the analysis and to allow a regular monitoring of the problem?

## **3. Common debate: proposals and suggestion for an National Fuel Poverty Action Programme**

All attendees participated to a wider debate about measures and mechanism sto tackle fuel poverty. Before discussing about proposals and suggestions, Mauro Brolis explained the main aspects of the most interesting "best practices" identified by EPEE at the moment. In particular British Warm Zone was discussed. This experience enabled all the participants to focus on the need of the presence of different aspects in an effective action programme to tackle fuel poverty: such a programme need to measure the problem and its proportion, to evaluate its impacts, to foresee most suitable interventions and action and finally to measure and monitor the effectiveness of each measure. All participants agreed in considering that the realization of a national set of data and information on fuel poverty is a crucial action and that could be the first step in structuring a national Observatory on fuel poverty.

The problem of the coverage of the costs of interventions to improve energy efficiency in buildings where live vulnerable households have been discussed. Different attendees underline that national Government should match energy and social policies in order to define a programme able to include actions and funds really suitable to tackle fuel poverty.

Dissemination and information campaigns must be developed to increase the awareness of decision makers and citizens about fuel poverty and the potential effectiveness of rational use of energy to eradicate the problem.

A particular attention should be paid to the use of economic subsidies and aids because they represent only a short term solution and they are often ineffective in reducing energy consumptions. The Government might plan a general programme of energy labelling and auditing for free for vulnerable households.

Awareness of social workers concerning fuel poverty must be increate: Local Authorities could adopt a list of qualified and certified technicians able to evaluate energy performance of buildings where vulnerable households live.

Social tariff system should be reviewed regularly to search better economic indicators to evaluate fuel poverty. At the moment ISEE (Indicator of Social Economic Equivalent Situation of a family) isn't such a reliable indicator to use.

## V. National Workshops in Spain

<b>Country</b>	<b>Spain</b>
<b>EPEE National Workshop</b>	1
<b>Title of the Workshop</b>	Fuel Poverty Workshop
<b>Date and location</b>	14 <sup>th</sup> December 2007, Barcelona

<b>List of participants</b>		
<b>Name</b>	<b>Organisation</b>	<b>Function</b>
Cristina Cardenete	Municipality of Sant Cugat Sesgarrigues (Barcelona)	Environment Councillor
Marta Arrufi	ADIGSA (Public company)	Environment Technician
David Villar	ICAEN (Catalan Energy Insitut)	Technician (engineer)
Joaquim Corominas	Eurosolar	Engineer
Joan Canela	Sostenible (press)	Journalist
José Arribas	Eco-Union	Project manager
Nuria Domingo	Univesitat Autonoma Barcelona	University Student
Sergi Bosque	Univesitat Autonoma Barcelona	University Student

<b>Key-actors (main speeches)</b>			
<b>#</b>	<b>Name</b>	<b>Organisation</b>	<b>Function</b>
1	Marta García	ECOSERVEIS	Technician
2	Ron Campbell	NEA	Project manager
3	Didier Chérel	ADEME	National Responsible for Fuel Poverty
4	Sandrine Buresi	GEFOSAT	Coordinator
5	Josep Puig	ECOSERVEIS	Project manager

<b>A. Short Abstract of spechees</b>
<p><b>1. Introduction to the concept of Fuel Poverty.</b></p> <p>As fuel poverty as a concept is not recognised here in Spain, a short explanation opened the workshop. A new way of study was presented as Spain has to deal with extreme high temperatures also.</p> <p><b>2. Fuel Poverty in Great Britain.</b></p> <p>Ron Campbell explained to the audience the current scale of fuel poverty in Great Britain and current GB Fuel Poverty policy. The speaker analysed Energy Efficient Programmes and financial support.</p> <p><b>3. Fuel Poverty in France.</b></p> <p>This participation was focused on French fuel poverty policy and on explaining how they make differences between urgent and preventive measures to deal with this problem.</p>

#### 4. Fuel Poverty tackled locally in France

The speaker explained to the audience how do local projects on fuel poverty in France work: who makes the audit? who gives financial support? Who is involved? How much money is assign to Fuel Poverty programs?

#### 5. Situation in Spain

After giving some astonishing data that prove the existence of fuel poverty in Spain, Josep Puig presented different measures at national, regional and local level and sketch some new possible mechanisms to deal with Fuel Poverty in our country.

### B. Main results

After a 5 hour workshop all the participants recognised the importance of deal with Fuel Poverty.

- As fuel poverty is not formally recognised in Spain, the first result of the organisation of the first workshop was written information sent to more than 100 national, regional and local institutions that are directly and indirectly involved with fuel poverty. Health, Consumers, Social Services, utilities, associations and NGOs, Energy and other institutions were informed about the problem and about the organisation of the workshop. Some of them contacted us to know more about that although they could not come to the WS.
- One of the main results was the interest shown by the participants both in the debate generated during WS and after the WS. They took into account the problem of fuel poverty and showed interest in continue analysing fuel poverty and collaborate with us.
- Another main result of this activity was the publication of an article in a publication called *sustainable*.

#### Suggestions made by the participants

##### At national level

- Identification and recognition of fuel poverty
- Assess the dimension of the problem
- Develop policies to tackle fuel poverty
- Develop a census of spanish building according energy conditions

##### At regional level

- Identification and recognition of fuel poverty
- Assess the dimension of the problem
- Develop policies to tackle fuel poverty
- Develop a census of spanish building according energy conditions

##### At local level

- Identify and work fuel poverty at a local level
- Manage funds

<b>Country</b>	<b>Spain</b>
<b>EPEE National Workshop</b>	2
<b>Title of the Workshop</b>	Fuel poverty workshop for ngos
<b>Date and location</b>	9 <sup>th</sup> January 2008, Sustainable Resource Centre Barcelona

<b>List of participants</b>	
<b>Name</b>	<b>Organisation</b>
Milika Pavlica	Architecture Sans Frontieres- Catalunya
Leila Crínon	Architecture Sans Frontieres- Catalunya
Verónica Serrano	Fundació Terra (ecologist group)
Silvia Montoya	Eco-union (urban ecology NGO)
Julia Merida	Barnamil (energy NGO)

<b>Key-actors (main speeches)</b>			
<b>#</b>	<b>Name</b>	<b>Organisation</b>	<b>Function</b>
1	Marta García	ECOSERVEIS	Technician
2	Maité Eyquem	ECOSERVEIS	Technician

<b>A. Short Abstract of spechees</b>
<p>After the first workshop we decided to have NGOs as a target group and this is what we did in the second workshop. Four NGOs came after sending invitations to many others. Two of them (Barnamil and EcoUnion) are local NGOs and Fundació Terra and ASF are national NGOs that indirectly deal with Fuel Poverty doing house audits.</p> <p><b>1. Introduction to the concept of Fuel Poverty.</b></p> <p>A short explanation opened the workshop and it was suprising that nobody, although being energy experts at local level, knew about Fuel Poverty as a concept. However they had dealt with the problem many times in their actuations.</p> <p><b>2. Fuel Poverty in Great Britain and France</b></p> <p>Based on ADEME, NEA and Gefosat presentation of our first workshop, a short explanation about what other countries are doing to tackle Fuel Poverty was enough to make the attendees aware of the problem all around Europe.</p> <p><b>3. Situation in Spain and mechanisms to tackle the problem</b></p> <p>Existent best practices (mostly indirectly related to Fuel Poverty) were presented. We try to present some possible new mechanisms to tackle the problem and attendees cooperate giving their opinions. They agreed about that the concept of Fuel Poverty is confused with failure in energy nets and insecurity in energy distribution as it has been the main problem in this region the last months.</p>

<b>B. Main results</b>
As this workshop was addressed to NGOs, results were more visible than in the first workshop:

- We agreed to edit a Manifesto following French template and present it to the main actors involved in fuel poverty.

- Possible collaboration with ASF in organizing a special course for social workers including a chapter of Fuel Poverty.

Many things were discussed with the Assistants:

- Fuel Poverty should be better defined and the concept should be clearer tot let people understand it. However, there is a lack of data nowadays to be able to quantify and locate the problem properly.
- The assistants reckon Fuel Poverty exists in Spain. The feeling is that the percentage of population affected is not insignificant.
- It would be interesting to introduce the concept of *decent houses* in Spain
- It would be interesting to promote energy autonomy with renewables to avoid many cases of energy precariousness.

### **Conclusions**

We think it is very positive to start working with all these entities in order to have more support in our activities related to Fuel Poverty.

We are very confident about the Manifesto and the role these NGOs will play in this process we have just started in Spain.

<b>Country</b>	<b>Spain</b>
<b>EPEE National Workshop #</b>	3
<b>Title of the Workshop</b>	Fuel poverty workshop for architects sans frontiers
<b>Date and location</b>	Architects Association, 11 <sup>th</sup> February 2008

<b>List of participants</b>	
<b>Name</b>	<b>Organisation</b>
Hugo Acuña	Architect responsible from local cooperation
Bruno Seve	Architect volunteer
Emanuela Bove	Architect coresponsible from local cooperation
Milica Pavlica	Architect coresponsible from local cooperation
Alexandre Carbonnel	Architect volunteer
Carles Casals	Journalist
Betina Grunschel	Architect volunteer

<b>Key-actors (main speeches)</b>			
<b>#</b>	<b>Name</b>	<b>Organisation</b>	<b>Function</b>
1	Marta García	ECOSERVEIS	Technician
2	Maité Eyquem	ECOSERVEIS	Technician

<b>A. Short Abstract of spechees</b>
<p>Our objective was to start with a general workshop where each important actor was invited (17th December 2007). Peer groups interested were mainly NGOs so our second workshop was focused on them. ASF (Architects Sans Frontiers) were very interested in collaborating with us trying to involve social workers. Due to this fact, and after trying to organize a third workshop with this group without success, we decided to organize a workshop in ASF headquarters.</p> <p>The aim of this workshop was to share experience and to decide how to involve social workers in this new issue.</p> <p>We made a general speech divided in three parts:</p> <ol style="list-style-type: none"> <li>1. Introduction to the concept of Fuel Poverty: A short explanation opened the workshop</li> <li>2. Situation in Spain and mechanisms to tackle the problem: Existent best practices (mostly indirectly related to Fuel Poverty) were presented.</li> <li>3. Strategy to involve social workers</li> </ol>

<b>B. Main results</b>
<p>From our perspective this third workshop was very successful as we agreed a collaboration in organizing a course addressed to social workers. Social workers represent a key actor as they identify precarious situation so they should be well trained in detecting situations of fuel poverty. Another important result of all this three workshops is that on January 31st we were invited to a</p>

radio program to talk about Fuel Poverty. As the topic really interested, Didier Chérel (ADEME) was invited to the program to talk about Fuel Poverty again.

### **Conclusions**

After 3 workshops, many groups, entities and people know about the concept what we think it is a big success at this time of the project.

Involving social workers through this course in collaboration with Architects Sans Frontiers will be an important step to deal with Fuel Poverty.

## VI. EPEE European Workshop

<b>EUROPEAN WORKSHOP</b> <b>24 April 2008</b>
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**Venue:** Regione Lombardia  
 Delegation to the EU  
 2 Place du Champ de Mars  
  
 1050 Brussels  
  
 BELGIUM

**Invited Participants:**

*EPEE research teams from France, Italy, Spain, Belgium and the UK.*

*European energy policy makers, energy regulators*

*Members of the European Parliament, consumer bodies and housing agencies.*

**PROGRAMME**

09:00 - 09:30	Coffee
09:30 - 10:15	Overview of the aims of the Energy Poverty and Energy Efficiency research programme and initial results: <ul style="list-style-type: none"> <li>◆ Working towards a common definition of the problem</li> <li>◆ Identifying causes and the consequences of fuel poverty</li> <li>◆ Describing the existing frameworks to address the problem</li> <li>◆ Understanding and sharing best practice.</li> </ul> <p><b>Jenny Saunders, Chief Executive, NEA, Special Subject Adviser to the Project</b></p>
10:15 - 12:15	Structured debate. Chaired by <b>Eluned Morgan MEP</b> (invited) on Key Themes including: <ul style="list-style-type: none"> <li>◆ Identifying and defining the issue of fuel poverty at a European level</li> <li>◆ Creating a European-wide framework to address and monitor the impact of energy efficiency on low-income consumers - engaging stakeholders and decision makers</li> <li>◆ Protecting energy consumers through market or state mechanisms such as social tariffs, benefit payments, energy efficiency programmes</li> <li>◆ The creation of a European fuel poverty 'observatory'</li> </ul>
12:15 - 12:45	Conclusions and Next Steps <p><b>Pierre Nolay, Alpheeis, Research Co-ordinator</b></p>
12:45 - 14:00	Lunch

## **EUROPEAN WORKSHOP**

### **European Fuel Poverty and Energy Efficiency**

***Brussels, 24 April 2008***

Effective consumer protection is crucial as European energy markets move towards a competitive structure. The competitive market presents challenges in terms of efficiency, sustainability and affordability.

Social tariffs and other support mechanisms can work in conjunction with key energy efficiency measures to promote both sustainability and affordability. Energy efficiency is the most rational and sustainable approach to affordable warmth and the EU Energy Performance of Buildings Directive (EPBD) can play an important role in helping develop policies for disadvantaged families and individuals to address both fuel poverty and environmental degradation.

This was the starting point of the EPEE project in which the partners, representing five different EU countries, are engaged in work to seek a common definition of fuel poverty and to identify existing good practice and mechanisms to share and disseminate in order to make fuel poverty a priority within national energy policy.

The project aims to synthesise energy policy and social policy to identify the best and most appropriate mechanisms for each national context and also to make fuel poverty a European issue better able to involve the Commission in policy and action to improve energy efficiency and, consequently, economic and environmental sustainability within the residential sector.

The main aim of this Workshop is to discuss fuel poverty as an issue of general concern within Europe. Discussion will centre on two key areas of concern: the need to ensure access and affordability to energy services for vulnerable consumers whilst recognising the wider context of sustainability and the rational use of energy; and the effects and implications of the opening of the energy market in terms of equitable and affordable provision of energy services to all consumers.

Clearly, access to affordable energy supplies on an equitable basis and work to improve the heating and insulation standards of dwellings occupied by low-income and other disadvantaged households are key policies in assisting these households achieve affordable warmth. European and national policy will inevitably focus on wider energy policy considerations with action to mitigate the effects of climate change having priority but there need be no conflict or tension between environmental and social objectives. An efficiently heated, well insulated dwelling with energy efficient appliances and lighting contributes to both the social well-being of households and to mitigation of the negative impact of unsustainable energy consumption.

For further information see the web site of the project ([www.fuel-poverty.com](http://www.fuel-poverty.com)).

## **European Workshop on Fuel Poverty 24<sup>th</sup> April 2008**

### **PROCEDURE AND PRESENTATIONS**

#### ***Welcome***

The meeting opened informally to encourage attendees to interact and share views on the workshop programme.

#### ***Presentation***

EPEE coordinator introduced the workshop and welcomed attendees.

#### ***Introductions***

Each member of the audience introduced himself.

#### ***Overview of the aims of the Energy Poverty and Energy Efficiency research programme***

Jenny Saunders, Chief Executive (NEA), gave a presentation explaining the purpose and state of the EPEE study and summarised the current situation in each of the participant countries:

- The United Kingdom has extensive understanding and experience of fuel poverty issues. Some doubts were raised about the accuracy of some of the SILC data e.g. SILC data suggest that energy debt is negligible in the UK but published information proves that this is far from the case.
- France: There is a good potential infrastructure but it is not well coordinated. This is similar to the situation in UK 10 years ago.
- Belgium: Fuel poverty policy is in an embryonic state. There is a lot of social support and consumer protection but there is a lack of political awareness.
- Italy: Fuel poverty is increasingly gaining political awareness and interest.
- Spain: Fuel Poverty is not recognised as a discrete social problem with priority given to other areas such as high housing costs and other essential expenditure.

#### ***STRUCTURED DEBATE***

Valentine Mulholland, EDF Market Governance Manager chaired this session which offered considerable audience participation.

There were 27 interventions focused on questions such as:

- Can we achieve a European definition of fuel poverty?
- What is the role of the Commission in addressing fuel poverty?

- To what extent is government or regulatory intervention necessary in a competitive market (e.g. social tariffs)?
- How can disadvantaged households benefit from a predominantly environmental programme such as the 'White Certificate'?
- Is it justified for governments to abdicate responsibility for social policy to commercial agencies such as energy suppliers?
- Which level of administrative government is best placed to implement fuel poverty policies?
- Fuel poverty is a complex problem covering issues of health, housing conditions, energy efficiency and social care, how can these be integrated in the most effective manner?
- How can we assess and remedy the adverse health consequences, both physical and psychological, of cold damp housing?

### **Main contributions to the discussion**

#### **Maxine Frerk (OFGEM)**

- *There are 4,5 million fuel-poor households in the UK*
- *Housing conditions are an issue for the Government*
- *Energy regulators have a facilitating role as they are a link between different stakeholders (suppliers, Government Departments...)*

#### **Andrew Warren (EuroACE)**

- *Environmental costs should be incorporated in the price of energy*
- *Fuel poverty is more a housing issue than an energy issue*

#### **Barbara Steenbergen (International Union of Tenants)**

*Emphasised the difference between subjective subsidies (corrective measures that represent direct fiscal support to households) and objective subsidies (preventive measures that make housing more energy efficient). A combination of measures is needed to tackle fuel poverty although heating and insulation improvements represent the more sustainable option.*

#### **Robert Denny (Lithuania representative)**

*Said that a wider vision of the problem is needed. On the one hand he invited the EPEE project to extend analysis and studies on fuel poverty to the Eastern countries of Europe, where fuel poverty is a bigger problem than in Western countries. Baltic countries are very weak in terms of energy and fuel poverty should be tackled on a pan-European basis..*

#### **Sorcha Edwards (Comite Europeen de Coordination de l'Habitat Social)**

*Discussed energy efficiency in the context of Ireland where there has been investment in both energy efficiency and renewables but significantly higher energy prices have meant no reduction in levels of fuel poverty.*

#### **Sarah Giff (Severn Wye Energy Agency)**

*Expressed her concerns about fuel poverty: fuel prices have increased not only for vulnerable customers (old people, low-income households etc.) but customers in general are affected by the problem.*

*Thought that the role of the Commission is to join policy on social issues, housing, security of supply and renewables.*

*She also wondered if linking social problems relating to fuel poverty with the energy efficiency priorities of the 'green' movement would remove any stigma associated with energy efficiency grant assistance.*

**Michaela Strohschneider (DG TREN)**

*Insisted that the European Union has a very clear commitment to protect vulnerable customers and that, since the mid 1980's, the European Union has had an obligation to do this. The problem is that each member state has interpreted its responsibilities differently. Fuel poverty needs a general definition but determining who needs help is a role for the individual member state.*

**Barbara Steenbergen (International Union of Tenants)**

*Contested the DGTREN opinion as the energy scenario has changed considerably since the mid-1980s and the issue should be revisited by the EU.*

*Fuel poverty is beginning to affect the generality of customers to the extent that energy bills could be thought of as almost a 'second rent'!*

**Guy Alois Magnus (European SHREH)**

*Stated that there is a considerable gap between EU policies and their implementation in member states. There is a pressing need for member states and the European Commission and member states to work more closely together.*

**Giulio Gallo (SG Health and Consumer Protection)**

*We should be careful when discussing optimum standards of warmth in housing. Many homes are heated without ventilation and this, in itself, can represent a health hazard. It is necessary to consider a range of health aspects when talking about heating dwellings.*

**Jenny Saunders (Chief Executive NEA)**

*Agreed with Mr Gallo but stressing that there are many other indicators of fuel poverty. Health problems resulting from cold housing were an important problem in the United Kingdom.*

**Didier Chérel (ADEME)**

*Explained the difference between fuel poverty and energy precariousness.*

**Veronique Stella (Fondation Abbaye Pierre)**

*Emphasised that there had been major social problems resulting from increased energy costs and that the main priority concerned the need to renovate the housing stock – this should be an important area of work for the European Union. It was also stressed that fuel poverty is part of a bigger problem of housing poverty ("energy costs are a second rent for people"). Finally there was criticism of the lack of structured policies on the part of central Government and other public authorities to support vulnerable customers who had to rely on charitable institutions.*

**Valentine Mulholland (EDF Market Governance Manager)**

*Clarified that in the UK there is a big difference between existing dwellings, which have very poor energy efficiency standards, and new dwellings which conform to much higher energy efficiency standards.*

**Giulio Gallo (SG Health and Consumer Protection)**

*Emphasised again that renovating houses had to be a priority in general and not only for tackling fuel poverty.*

**Barbara Steenbergen (International Union of Tenants)**

*Stated that energy markets and social housing markets are completely different. The former has huge resources/profits and the latter lacks the requisite funding to invest in energy efficiency.*

**Maxine Frerk (OFGEM)**

*Asserted, as a representative of Ofgem, that energy suppliers were not making unwarranted profits as had been suggested.*

**Andrew Warren (EuroACE)**

*Explained that the Energy Performance Certificates were not consistent across EU countries and that neither were housing standards.*

**Valentine Mulholland (EDF Market Governance Manager)**

*Highlighted the difficulty of action in the private rented sector. Working with owner occupiers is more straightforward but private landlords are reluctant to invest and have no responsibility for energy bills...*

**Giulio Gallo (SG Health and Consumer Protection)**

*Emphasised the importance of action at a local level (municipalities) to tackle fuel poverty and suggested that the EU does not promote legislation on the issue as there is a lack of consistent and reliable data.*

**Didier Chérel ADEME**

*Felt it would be useful for member states to have general guidelines from EU. This view received further support from the Chair who suggested that, as a minimum, each member state should be obliged to devise a strategy to tackle fuel poverty.*

**Valentine Mulholland**

The Chair then drew together the range of comments from the audience. On the common definition, it was felt that fuel poverty should be universally recognised but that a common definition was not an essential requirement. The crucial role of Governments was stressed in promoting better energy efficiency and in identifying vulnerable households. Potentially, there is a major health dividend to be gained from energy efficiency in terms of both prevention and cure of cold-related illness.