



Proceedings of training for partners

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1. Background

Energy poverty can be defined as a condition wherein a household is unable to access energy services at the home up to socially- and materially-necessitated levels. Energy poverty has attracted a significant amount of public attention, scientific research and state policy in the UK and Ireland, but outside those two countries the energy poverty debates and policies are in very early stages. It is possible to conclude that energy poverty is due to the high energy prices, the low households' incomes, the inefficient buildings and appliances, the specific household energy needs and the lack of systematic governmental approach and strategies for tackling the problem. It is believed that between 50 and 125 million of EU's citizens (about 10 – 25%) are estimated to be energy poor. The situation is even more severe in the Eastern European Member States, where 30 % or even more of the households are struggling with energy poverty. It mostly affects low-income households – retired people, unemployed or poorly paid, and people dependent on social benefits.

The European projects ACHIEVE and EC-LINC helped over 3000 low income households across Europe to reduce their energy and water bills. This was done through household visits, which in their first step analyzed the situation in the households.

The project REACH aims to contribute to energy poverty's abatement at practical and structural level and to empower energy poor households (vulnerable consumers) to take actions to save energy and change their habits, and to establish fuel poverty as an issue that demands structural solutions, tailor-made policies and measures at local, national and EU level.

2. Description of task

Due to the differences in levels of knowledge and experience among the project partners and the other participating organizations on the topic of implementing a household visit, engaging schools, students and social centers and training energy advisers, special training workshop was scheduled to be held at REACH's kick off meeting. This was done in order to ensure that project partners and participating organizations have the same level of knowledge and skills for energy advising and to build their capacity to deliver training at national level. The training session is also a platform for discussions among participants and everyone could contribute with ideas, share concerns, provide suggestions for developing solutions and get inspired to implement visits to energy poor households in their area.



3. Training of partners

The training workshop took place during the project's kick-off meeting in Ljubljana on 25.04.2014. It consisted of presentations and practical household visits, delivered by experts from the two partners who were involved in Achieve project – FOCUS and EAP. The training workshop included the following training modules:

- Introduction to the household visits for saving energy and water;
- Communication with low income households,
- Program tools, devices and equipment for households;
- Working with schools and social centers.

Introduction to the household visits for saving energy and water:

- Introduction to the project
- Objectives of project REACH
- Features of a good energy adviser
- Content of the training of advisers
- Sample of 1 week training agenda
- Special Focus on training
- Steps for implementation of the visits
- Addressing the household
- Telephone call to set up the appointment
- First visit to the household
- Data entry into the excel tool
- Second visit to the household

Communication with low income households:

- Communication training
- Content of communication training
- Forms of communication
- Code of ethical principles in social care
- General behavior and language
- Behavior in the household

Program tools, devices and equipment for households:

- Equipment for energy advisers



- Energy and water saving devices
- Data collection sheet
- Excel tool
- Report for households

Working with schools and social centers:

- Schools – which ones to target
- Schools – who to speak to
- Schools – unique selling points
- Schools – keep in mind
- Schools – experiences
- Social centers– which ones to target
- Social centers – unique selling points
- Social centers – keep in mind
- Social centers – experiences

At the end of the day practical household visits were implemented and covered all aspects explained during the training.

4. Outputs of the training

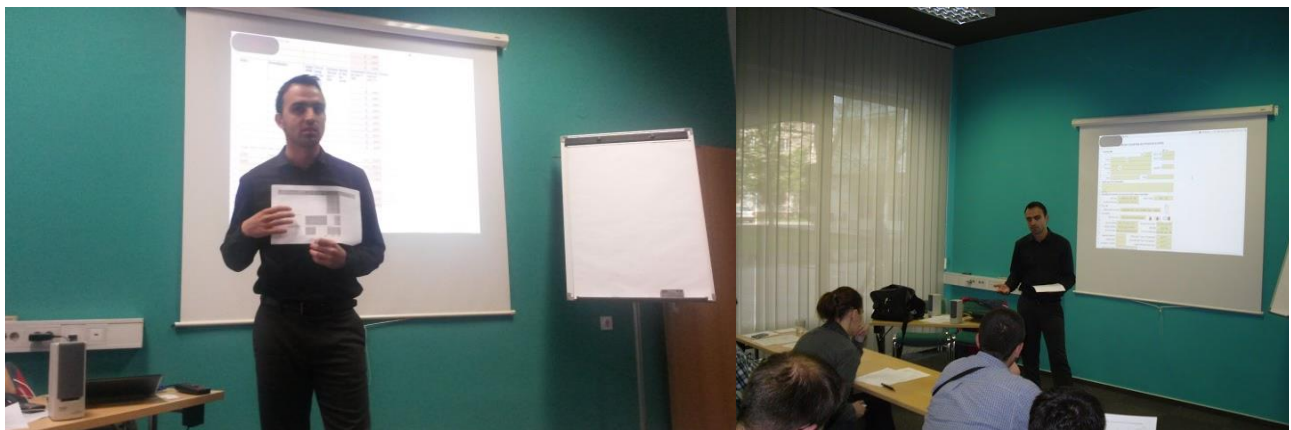
The training workshop, organized within the framework of project REACH, prepared project partners to implement the projects' objectives. It covered all needs in order to build participants' capacity, level of knowledge and skills for energy advising and organizational aspects on the implementation of household visits to reduce energy and water use in low income households.

The first module of the workshop provided information about the REACH project and included training on the implementing a household visit, consisting of information for implementation of the first and second visits, data entry into the tool, and a sample content for energy advisers' training.



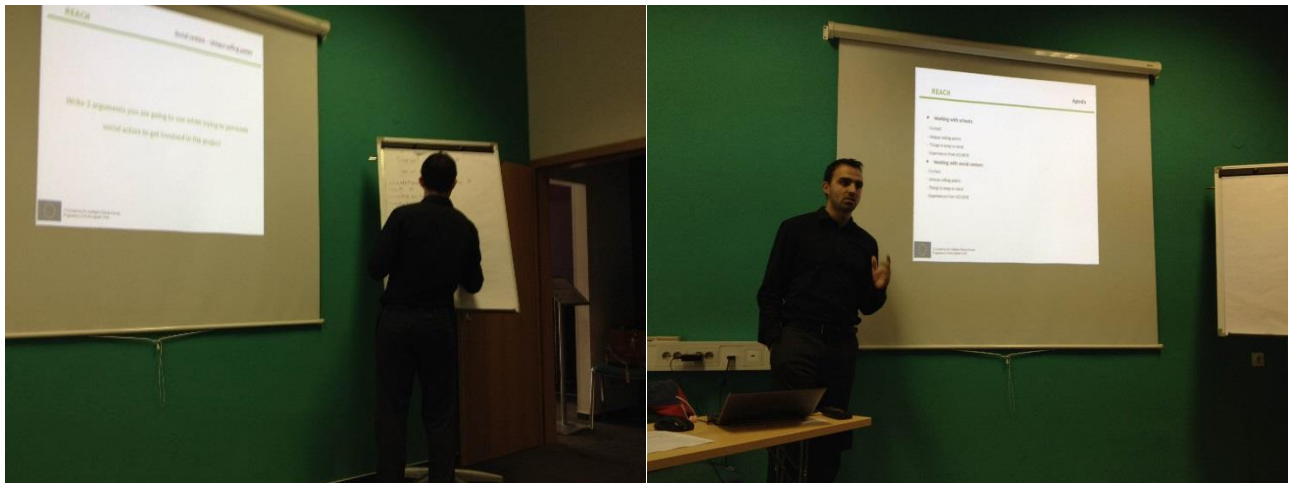


During the second training module on tools, devices and equipment for households, partners learned about how should the energy adviser be equipped, the most commonly used energy and water saving devices in ACHIEVE project, the features of the data collection sheet, the Excel tool and the structure of the final report.



The third training module focused on communication with low income households, where partners received training how to behave in different situations, how to respect households' privacy and autonomy and how energy advisers should behave in the homes of the visited households.

The next training module related to working with schools and social centers, as key factor for project success, shared previous successful experience from the ACHIEVE project. It included an active exercises part in which subgroups of 3-4 people had to brainstorm at least 3 arguments for attracting schools and persuading social actors to get involved in the project. After the brainstorming all participants shared their results, followed by group discussions.



At the end of the day two practical household visits were implemented where participants divided into two groups and took part in the auditing process in the households which summarized most aspects of the training workshop and provided a practical example of what a household visit looks like.



Evaluation of the training workshop was also performed after the partners were familiarized with the evaluation framework. The principles of the framework were explained and then partners were provided with a template that they could fill in. The evaluation of the training was helpful for the experts who delivered the training to assess the overall satisfaction of participants, as well as to receive feedback if the participants felt motivated by the training to take similar actions and to set up a project on their own. The evaluation showed that participants are motivated by the training to take similar actions. It also showed that participants feel confident about their knowledge and know how to set up a similar project. The overall satisfaction level had a score of very satisfied. Some participants commented they found the training workshop very interesting and useful and would like to implement similar project in Serbia, too.

5. Lessons learned

The consortium training proved to be a useful way for bringing familiarizing partners about organizing and implementing household visits, energy auditing and empowering households to reduce their energy and water usage.

The partners were introduced to issues related to energy poverty, household visits and low-cost energy saving devices and measures. Highly positive experiences were the two practical household visits where participants split into groups and participated in the demonstrational household visits. Participants gathered experience on how to behave during the implementation of the visit, what type of questions they should ask, how to read and check the energy and water bills, how to measure the consumption of the appliances, how to gather data via the data collection sheet and how to check the windows and doors for heat losses.

Moreover, partners' knowledge was further expanded by the presentation of ways to work with schools and social centers. This also engaged them in active exercises in which they had to write at least 3 arguments to use when attracting schools and involving social actors. The active exercises ended with group discussion.

In addition, the training workshop helped other participating organizations to develop innovative ideas for supporting energy poor households and for identifying stakeholders. In this way, the training workshop created awareness among them and introduced ideas how to implement such service in their regions.

To sum up, the training workshop proved to be a successful tool to motivate organizations to start thinking of or to even take actions directed at energy poverty. The training increased participants' awareness on the issues and helped them develop new innovative ideas, get first-hand experience, work in groups and discuss solutions. The training was overall very positively evaluated with the practical household visit and the motivation for implementation of similar service receiving particularly good feedback.



The goals of the training workshop were achieved and project partners gained vital experience and ideas to implement REACH project in their area.



ANNEX I – TRAINING AGENDA

Training for implementing practical solutions to fuel poverty

25 April 2014, Ljubljana

Hotel Park, Tabor 9, 1000 Ljubljana

European projects ACHIEVE and EC-LINC helped over 3000 low income households across Europe to reduce their energy and water bills. This was done through household visits, which in the first step analyzed the situation in the household (use of energy and water, habits of members of household etc.) and in the second step provided tailor-made suggestions and practical devices for reducing use of energy and water. This training, organized within the framework of project REACH, will provide insight into how to organize and implement household visits to reduce energy and water use in low income households.

Training agenda

- | | |
|---------------|---|
| 9.00 – 9.10 | Welcome and introduction to the program
Lidja Živčič, Focus Association for Sustainable Development |
| 9.10 – 10.00 | Introduction to the household visits for saving energy and water
Tomislav Tkalec, Focus Association for Sustainable Development |
| 10.00 – 11.00 | Program tools, devices and equipment for household visits
Tomislav Tkalec, Focus Association for Sustainable Development |
| 11.00 – 11.30 | Coffee break |
| 11.30 – 12.00 | Communication with low income households
Tomislav Tkalec, Focus Association for Sustainable Development |
| 12.00 – 13.00 | Working with schools and social centers
Vasil Zlatev, Energy Agency Plovdiv |
| 13.00 – 14.00 | Lunch break |
| 14.00 – 16.00 | Practical training: visit in a flat (in 2 - 3 groups) |
| 16.00 – 17.00 | Using the program tool and wrap up |



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REACH

Objectives of project REACH

- To reduce energy use in households by averagely 10 % and cutting their CO₂ emissions by 200 kg/year on average – through visits of energy advisers
- Results from ACHIEVE for Slovenia:

		mean score	total
electricity	electricity (kWh)	274.0 kWh (31.7%)	50,967 kWh
	electricity savings	39.28 €	7,306 €
water	electricity CO ₂	152.8 CO ₂ kg	28,389 CO ₂ kg
	water (m ³)	17.8 m ³ (12.1%)	3,296 m ³
heat energy	water savings	36.98 €	6,862 €
	heat energy (kWh)	954.9 kWh (5.9%)	103,214 kWh
total	heat energy savings	33.61 €	6,251 €
	heat energy (CO ₂)	188.1 CO ₂ kg	35,268 CO ₂ kg
	savings	108.87 €	20,240 €
	CO ₂ (kg)	320.7 CO ₂ kg	96,657 CO ₂ kg



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REACH

Features of a good energy adviser

- Good communication skills
- Joy for working with people
- Good organizing skills
- Motivation for working with people and visiting them
- Interested in energy efficiency measures and in helping people who need it
- Some technical background about electricity and heating
- Manual technical skills
- Basic mathematical knowledge
- Basic computer knowledge (Excel)



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REACH

Content for the training of advisers

- Energy context and stakes
- Detecting fuel poverty situations
- The concept of thermal and heat loss
- Introduction to Electric Energy
- Introduction to Water and Heat Energy
- Procedure and Data Documentation
- Evaluation of savings and Installation of Saving Devices
- Lighting
- Stand-by Losses
- Household Appliances
- Water
- Heating and Ventilation
- Climate Protection and Final Examination
- Return of Examinations, Feedback and Conclusion
- Communication training
- Safety instructions
- Excel tool training

Based on: Caritas Frankfurt (2012): Curriculum for Specialised Training – Saving Energy and Water



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REACH

Sample of 1-week training agenda

	Monday	Tuesday	Wednesday	Thursday	Friday
9:00 – 11:00	Introduction Climate Energy needs	Electricity Introduction Appliances I	Concept of fuel poverty	Communication	Examtest
11:00 – 11:20	Break	Break	Break	Break	Break
11:20 – 11:40	Basic concepts Thermal comfort Heat losses Room heating Ventilation	Appliances II Lighting Lights Measures	Arrangement of the visit First visit	Communication	Discussion of the results
11:40 – 14:00	Lunch	Lunch	Lunch	Lunch	Lunch
14:00 – 15:30	Measures and costs Hot water heating Water consumption Measures and costs	Standby losses Measures and costs	Analysis of data. Report visit Second Evaluation	Communication	Visit of household: group I Work on computer: group II
15:30 – 16:00	Break	Break	Break	Break	Break
16:00 – 17:30	Exercises: Heating and Water	Exercises: Electricity	Exercises: Visits of households	Communication	Visit of household: group II Work on computer: group I



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REACH

Special focus on training

- Focus on simple and efficient ways of reducing energy and water consumption
- Understanding effects of saving measures
- Understanding invoices and bills for electricity, heating and water
- How to implement a visit in a household
- Identifying improper energy use and giving specific individual advices
- It is desirable that advisers implement a training visit in their home
- First visits should be implemented under the supervision of a mentor, until advisers are capable of doing it themselves



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REACH

Steps for implementation of the visits

1. Addressing the households
2. Telephone call to set the appointment with the household
3. First visit to the household
4. Data entry into the excel tool
5. Second visit to the household
6. Evaluation



8/13

REACH

Addressing the households

- Various ways of addressing the households
- Cooperation with organizations and institutions that work with low income households (Caritas, Red cross, Social Work Centres,...) - they can promote the service or collect applications from households
- Households can apply for the service by themselves: via telephone, mail, e-mail
- Addressing the households through media, leaflets
- Energy advisers actively promoting the service
- "Word of mouth"



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REACH

Telephone call to set the appointment

- Appointment for the visit is set over the telephone. Call includes questions on few relevant data:
 - Name
 - Address (with instruction on how to get there)
 - Number of persons in household
 - Size of the dwelling and number of rooms
 - Is it a house or a flat
- From this data the adviser can approximately calculate time needed for the first visit
- Household is asked to have invoices and bills for energy and water at the first visit of adviser
- They are told to assess their time of use of various electrical equipment, light bulbs, water flowing from taps....



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REACH

First visit to the household

- Explaining the entire procedure of the visit in the beginning
- All data must be written in the data collection sheet
- Member of household and adviser both sign a Clause on the protection of personal data
- Adviser follows the procedure as is written in the data collection sheet and starts with basic questions
- Checking invoices and bills for electricity, heating and water
- Analysing consumption of electricity and water (electric appliances measured with single appliance electricity monitor, water flow metered; households has to assess time of use for it)
- Checking windows, doors and radiators, if there are any problems (draft...)
- Date and hour for second visit is set

REACH

Data entry into the excel tool

- Software tool was created in Excel program by Caritas Frankfurt
- All data from the data collection sheet has to be carefully entered into the excel tool
- Apart from that, adviser has to enter saving devices (CFLs, tap aerators,...) he has selected for the household and additional notes and advices, if there are any
- The excel tool automatically calculates savings and generates report for the household and for evaluation

REACH

Second visit to the household

- Ideally, second visit should be carried out as soon as possible after the first visit
- Adviser brings a printed report and the results of the analysis of consumption for electricity and water, printed saving advices and other leaflets, and saving devices
- Adviser has to present and explain the results, give specific saving advices and install saving devices
- Household is presented with additional advices on how to further reduce their consumption, where they can get co-financing for energy efficiency measures and additional informations
- Household is informed about possible evaluation of the visit (via telephone survey)
- In the end of the visit household confirms devices were installed (or handed over) with a sign on a confirmation note

annex III - communication with low income households training

Project REACH (Reduce Energy use and Change Habits) Communication with low income households Tomislav Tkalec Focus, association for sustainable development  25. April 2014 Co-funded by the Intelligent Energy Europe Programme of the European Union	REACH Communication training • Clear and successful communication is an important factor for professional success • Objectives of the communication training: – Participants will: • Become familiar with the communication techniques • Be prepared for the situation of giving advice in the households • Be able to listen carefully • Be able to speak convincingly Co-funded by the Intelligent Energy Europe Programme of the European Union 2/8
REACH Content of communication training • Information concerning the decisive factors for communication (personal experience, cultural differences,...) • Principles of communication: perception, internal scripting, self esteem • Which levels of communication are there? • What takes place during communication (sender/receiver)? • What influence does body language have? • What styles of communication are there? • Four aspects of one message • How do conflicts arise, how does one resolve these, and which types of conflicts are there? • Household advisory situation Co-funded by the Intelligent Energy Europe Programme of the European Union 3/8	REACH Forms of communication • There are three forms of communication: – Verbal: refers to all elements of speech (words, letters, sentences and numbers) – Para-linguistic: refers to manner in which we speak (intonation, speaking rate, pauses, laughing, singing) – Non-verbal: body language (posture, gesture and facial expressions) and external attributes (clothes) • The effects of the messages we communicate is compromised of – 55 % body language – 38 % verbal capabilities – 7 % choice of words Co-funded by the Intelligent Energy Europe Programme of the European Union 4/8



REACH Code of ethical principles in social care

- Respect of human dignity and uniqueness
- Energy advisers must:
 - Protect dignity, privacy, autonomy and individuality of households/clients
 - Respect their culture and values
 - Strive to use understandable language and level of communication
 - Protect their confidential data and talk respectfully about them in their absence

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Programme of the European Union

5/8

REACH General behaviour and language

- Friendly behaviour
- Patience in answering questions
- Appropriate choice of words
- Complete sentences
- Communication in "advisory capacity"
- Explaining and demonstrating

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6/8

REACH Behaviour in the household 1/2

Adviser should:

- Be aware that he is in someone else's home, therefore it is necessary to behave appropriately
- Maximum two persons/advisers
- "Forms" of greeting and departing
- Have a friendly and open approach
- Proceed in the way as he would want to be treated
- Introduce himself with full name and surname
- Offer his hand – handshake should be firm and hard, as in this way we express positive intentions
- Keep an eye contact – when meeting other people our eyes are speaking
- Ritual of greeting includes a smile
- Enter the dwelling and be seated only when invited
- Can accept an offered drink, except alcohol

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7/8

REACH Behaviour in the households 2/2

Adviser should:

- In the introduction establish a comfortable atmosphere with pleasant chatting
- When starting with the 'advising', explain procedures
- Request customer's approval when entering other rooms
- When doing measurements, explain what is going on
- In the end of the first visit, notify the customer of the next visit
- When installing saving devices, explain its function and how it is used and request approval for installation
- When finishing 'advising', explain further procedure
- Leave contact informations, so the customer can call if needed

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8/8



ANNEX IV - program tools, devices and equipment for households training

Project REACH (Reduce Energy use and Change Habits)

Program tools, devices and equipment for households

Tomislav Tkalec
Focus, association for sustainable development



25. April 2014

Co-funded by the Intelligent Energy Europe Programme of the European Union

REACH Equipment for energy advisers

- REACH bag
- Data collection sheet
- Single appliance energy monitor
- Water flow measuring equipment
- Thermometer (, hygrometer)
- Tool for changing the tap aerator
- Flashlight
- Screwdriver
- Radiator key
- Calculator
- Scissors
- Power strip
- Pliers
- Meter
- Pen
- Map of the area
- First help pack

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REACH Energy and water saving devices

It is reasonable to follow guidelines described in the document:
Matrix of devices potentially and actually used in Achieve – Pros and cons



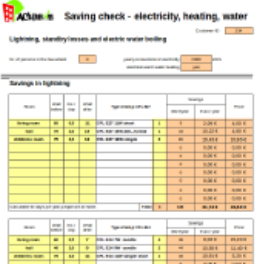
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REACH Data collection sheet



Co-funded by the Intelligent Energy Europe Programme of the European Union

REACH Excel tool



Co-funded by the Intelligent Energy Europe Programme of the European Union

REACH Report for households



Co-funded by the Intelligent Energy Europe Programme of the European Union

ANNEX V - working with schools and social centers

Project REACH (Reduce Energy use and Change Habits) Working with schools and social centers Vasil Zlatev Energy Agency of Plovdiv  Co-funded by the Intelligent Energy Europe Programme of the European Union	REACH Agenda • Working with schools: - Contact - Unique selling points - Things to keep in mind - Experiences from ACHIEVE • Working with social centers: - Contact - Unique selling points - Things to keep in mind - Experiences from ACHIEVE  Co-funded by the Intelligent Energy Europe Programme of the European Union
REACH Schools - which ones to target? • Vocational schools • Social sciences/humanities • Schools that have practical work in their curriculum  Co-funded by the Intelligent Energy Europe Programme of the European Union	REACH Schools - which ones to target? What schools are there in your target area?  Co-funded by the Intelligent Energy Europe Programme of the European Union

REACH Schools - who to speak to? • Assistant(s) to the principle • Relevant teachers  Co-funded by the Intelligent Energy Europe Programme of the European Union	REACH Schools - unique selling points Write 3 arguments you are going to use when "selling" the trainings to schools  Co-funded by the Intelligent Energy Europe Programme of the European Union
REACH Schools - Unique selling points • Help with the education of students • Additional teaching materials • Enriched educational experience • Doing things differently • Practical work and real-life experience • Recognition • Involvement in EU-project (?)  Co-funded by the Intelligent Energy Europe Programme of the European Union	REACH Schools - Keep in mind • We are working with students! • Age + legal implications • Most likely to be mostly 18 year-old males • Getting their attention during training sessions • Time for supervision  Co-funded by the Intelligent Energy Europe Programme of the European Union

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REACH Social centers - Keep in mind • They are underfunded • They are understaffed • Deal with various situations • Probably unfamiliar with energy poverty • Helping people is their job  Co-funded by the Intelligent Energy Europe Programme of the European Union	REACH Social centers - Experiences • Involve them early on in the project • Try to make the cooperation official • Try to participate in some of their activities / events • Exchange information about their members / target groups • Invite them at events • Give them recognition and publicity  Co-funded by the Intelligent Energy Europe Programme of the European Union
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REACH

THANK YOU FOR YOUR ATTENTION

Vasil Zlatev

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ANNEX VI LIST OF PARTICIPANTS

Training for implementing practical solutions to fuel poverty

25 April 2014, Hotel Park, Tabor 9, Ljubljana

List of participants

Name and surname	Organization	E-mail	Signature
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Partners



Focus - Association for Sustainable Development, Slovenia

www.focus.si



Society for sustainable energy development, Croatia

www.door.hr



Energy agency of Plovdiv, Bulgaria

www.eap-save.eu



Macedonian Centre for Energy Efficiency, Macedonia

www.macef.org.mk

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