

EE74 Energy Advice Services Plan

Deliverable 4.5

Introduction

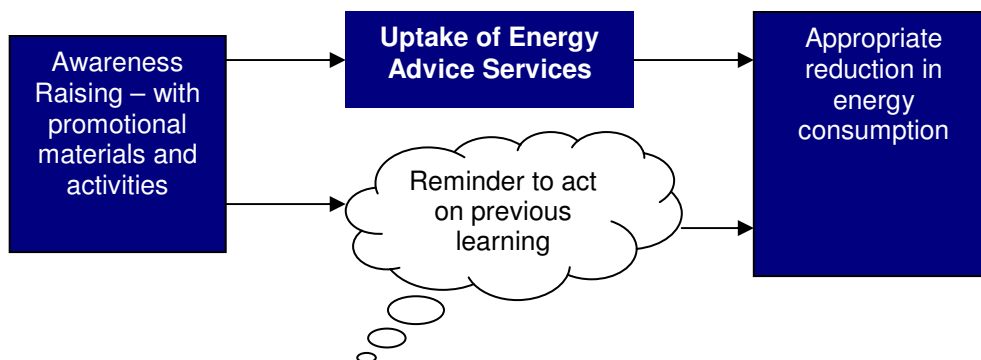
An awareness campaign can only achieve real results if it offers a clear route to action. For this reason the awareness campaign is backed up by the development and delivery of **energy advice services** targeted specifically at social housing residents.

This document is the Energy Advice Services plan for Energies Environnement 74 (EE74) to support and back up the Awareness Programme (Work Package 4). This document represents EE74's contribution to Deliverable 4.5. All the energy advice services mentioned in this plan will back up the General awareness programme as set out in Deliverable 4.3.

The Interaction of Energy Advice Services with the Awareness Programme

The awareness programme has two main aims. The first is to encourage social housing residents to use the energy advice services that are set out in this plan. The second is to remind people to act more appropriately in reducing energy consumption. This will be based on prior learning, either from previous advice given under this project or from other sources, such as national campaigns.

The diagram below shows this relationship;



Scope of Advice

Advice will cover the following;

- 1) Heating systems, controls and use
- 2) Condensation & ventilation
- 3) Portable and supplementary heating
- 4) Energy efficient appliances and good use
- 5) Low or no cost ways to save energy
- 6) Energy costs, tariffs & subscriptions
- 7) Bills understanding
- 8) Insulation problems identification
- 9) Renewable technologies as stoves & chimneys
- 10) Water savings material
- 11) Water wasting identification & solutions

When specific advice is requested, more general advice will also be offered to the residents. This is particularly the case with home visits where there is an excellent opportunity to make sure resident's use of their heating systems and appliances appropriately.

Delivery of advice

Advice will be delivered through four channels and supported by Advice material. Personal advice can either be given 'face to face' or non 'face to face' e.g. over the telephone.

The social resident's advice service is implemented under the "Energy Ambassador Programme" existing since 1999 (see report in appendix 6). All advice given by EE74 in this programme complies with the Code of Practice as specified by the EE74. The Code of Practice for providers of domestic energy efficiency advice is a part of the long term framework for energy efficiency in homes. See Appendix 1.

1) Telephone (*non face to face*)

Residents will be given a telephone number 04 50 67 17 54 (standard) or 04 50 67 28 97 (direct line) to call in order to get specific advice. The advisor calls back the resident immediately. The advisor will follow an enquiry plan:

- A telephone interview is planned
- During the telephone interview, the adviser will use a frame (Appendix 2) and will collect the bills information (water, electricity, gas, fuel...)
- The advisor analyses the bills (with the help of an excel tables, see Appendix 3.1 & 3.2) and the answers on the questionnaire (Appendix 2) in a 15 days period.
- After this period, the advisor will call back the resident to give him specific advices based on the following steps:
 - Comparison with average consumption numbers
 - Energy subscription necessary adaptation
 - High consumption identification
 - Solutions
 - Short written report sent to the resident (see Appendix 4)

The telephone line is manned Monday to Friday 8am to 12am and 13pm to 17pm except on Tuesday & Thursday: 8am to 19pm (excluding bank holidays). Outside of these hours, there is answer machine to record details.

The advice calls are all logged. A copy of the advice call logs can be found in appendix 5.

2) Home visits (*face to face in the home*)

Home visits are offered to the residents identified by the FDE (Regional Energy Fund), selecting some people with energy debts according to the emergency situation. This FDE group is composed by EE74, EDF-GDF, and the Local Authorities. Then EE74 will call the resident and the resident's area social worker to plan a home visit. After 3 unsuccessful written letters from EE74 to plan the visit, the case is classified.

A home visit always includes:

- Bills analyses
- Lodge visit
- Advices on water and energy savings & uses
- Dissemination of the "pig" guide & leaflets (see awareness material of the WP4: FR4)
- Efficiency material dissemination: regulation control, low consumption bulbs and windows joints.
- A written report to the resident and social worker (see Appendix 8)
- A written report to the landlord with the resident agreement

Home visits usually take approximately 90 minutes.

The home visit procedures and data capture sheet is in Appendix 2 of this report.

3) Presentations and training sessions

The training sessions are divided in 2 kind of public: the residents and the social workers. Social workers have two different training sessions:

1. **collective training of residents** : This session looks like to the telephone advices and home visits and is often structured as :
 - a PowerPoint presentation
 - a material demonstration
 - questions & answers
 - efficiency material dissemination
 - awareness material dissemination (see FR4)

2. **training of social workers** :
 - a. Use of the ant's guide training: this session is a special training about the ant's guide (awareness material FR1). This guide was made for the social workers and give different ways of entry :
 - Case study: Expensive bills, comfort problem, technical issues, law issues.
 - Thematic notes: Bills interpretation, refurbishment, grants...The objective is to teach to the social worker how to use the guide. Then the social worker can advice himself the residents about all these issues. If a request needs a more specialized answer, the hotline of EE74 (energy ambassador programme) is active.

 - b. Future social workers training: this session is targeted to students in social issues and looks like to the collective training of the resident. More technical information is included according to the diploma: social worker, individual helping, healthcare...

4) The "Gaspi & Bontruc" show

EE74 created a special show with professional actors. The show is made to be played in public & social areas, outside, during the markets or at school's exit. A flyer was designed to promote the show (see FR2). It is a funny show with 2 actors playing the "Good" & the "Bad" behaviours about energy & water issues.

Advice material

EE74 has developed its own awareness material (see the FR awareness material and appendix) targeted to the social housing residents. EE74 uses also the Ademe material created to aware general public.

Deliverers of advice

The EE74 staff in charge of the social issue has been trained on all energy issues, sustainable development, communication and social issues. Professional trainings on energy advice and social issues are provided by the Ademe.

In 2005, 277 residents were advised, 55 future social workers and 24 social workers were trained, and 185 people watched the funny show. The SHARE project will probably increase these numbers during the lifetime of the project. The "energy ambassador" reports are in Appendix 6 and 7.

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