

ESS - Energy Advice Services Plan – network for the energy advisers in the municipalities.

Deliverable 4.5

In order to strengthen the awareness campaign in the Share Project the aim is to offer energy advice service to the residents in public housing and to make the residents aware of this service and to make them use it.

Background

The general public, small companies and organisations can use the energy advice service in the municipalities. The aim for the energy advice service is to give free and neutral guidance in energy issues. The energy advice service includes questions about energy, technique and consumer issues related to energy, but does not include inspections and home visits. Each municipality has their own energy advice service already up and running. The Energy Agency for Southeast Sweden (ESS) organizes a network and training for the energy advisers. This is in order to coordinate and supports the energy advisers in the municipalities in the counties of Kronoberg, Kalmar, Jönköping and Blekinge.

The aim with coordinating the energy advice service in the municipalities in the region is to support them and also to activate the issues that are not so active today. Another target with is to create a qualified network where the local energy adviser can find solutions and help. Also the target is to get a well function energy advice service that is well known for the citizens, not only for owners of small houses but with a stronger focus of residents in public housing. The network also function as a channel to disseminate information, new projects and experience from other municipalities and also other regions and from the Swedish Energy Agency. Until now the focus has mainly been on owner of small houses and residents in public housing is an altogether forgotten group in energy advising which this project aim to change.

Activities

The activities of the network is to have workshops, seminars and meetings with all staff working with energy advice services in the municipalities in the counties if Kalmar, Kronoberg, Blekinge and Jönköping. Om this meetings the constant issues are:

- Training sessions
- Study tours
- Energy saving campaigns

The workshops, seminars and meetings are held in different places in the region each time since the geographic area is quit big and causes long journeys for some of the municipalities in the region.

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The main questions for the residents in public housing are concerning the electricity bill. The bill is difficult to read and understand. There are taxes and charges added at the bill that is unclear for most people. The main issue is of course how can the bill be reduced.

The focus will be – energy advice service for everyone:

- Reduce the electricity bill by using energy efficiently products, such as low energy lamp bulbs, avoid stand by effects when possible, make the choice easy while choosing between less effective products (when buying new electronic products as TV, vacuum-cleaners etc.). Reduce the bill by getting better habits – using lid when boiling water, use a kettle instead of saucepan etc. Turn off light in rooms that are empty.
- Reduce the consumption of (cold and) hot water by raised awareness.
- Changed behaviour due to more knowledge of the connection between energy and environment.
- Low or no cost ways to save energy.
- How to choose electricity supplier and what kind of agreement to choose.

The energy advice service works differently in different municipalities and ESS cannot demand the staff to act in one way or another only make recommendations and support by producing suitable training and information material. But the minimum standard of the energy advice staff are normally as follows:

Telephone: The advice will be delivered by telephone at the cost as a local phone call. If needed the telephone call is followed by printed material or a visit to the energy advice service office. The telephone service is normally open Monday to Friday 8 am – 4 pm excluding bank holidays.

The energy advice staffs often arrange information meetings to the general public where energy matters are discussed.

ESS has developed **fact sheets** that can be used by the energy advice staff: comparison of different energy sources –prices and environmental issues, the electricity bill, Awareness material for saving energy by changing behaviour etc.

The national Energy Agency has also produced a large number of materials concerning energy saving matters.

Training and support to the staff of the energy advice service

AT the planned network meetings during autumn, winter and spring 2006-2007 the staff at the energy advice service will discuss and focus of how they can be well known among the residents in public housing, and the awareness material developed within the project will be disseminated to all municipalities in the region. The energy advice service network will focus on how to be more known among the residence in public housing and not only to small house owners.

ESS will also offer a concept of information and training sessions for tenants and the general public in order to raise the awareness for energy and environmental matters.

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The staffs at the energy advices service are continuous offered further training in energy matters as well as communication and knowledge in how to address and reach the general public both from ESS and from a national level.

The result of SHARE-project will raise the awareness of that free energy advice are available and can be used of anyone, no matter if you are a house owner or not.

The energy service staffs are offered to use a telephone log (see appendix 1) to keep record of common question, gender and quantity of questions. The telephone log is a tool for the energy adviser to follow up the service and also a tool for helping them to evaluate the service.

