



Impacts from overcoming challenges in household energy data collection

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EnergyMeasures

Tailored measures supporting energy vulnerable households



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streamSAVE workshop
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EnergyMeasures – Introduction

- | **EnergyMeasures:** Tailored measures supporting energy vulnerable households
 - LC-SC3-EC-2-2019- Mitigating household energy poverty
- | Project period
 - 01.09.2020 – 29.02.2024 (3 years +6m)
- | Estimated project costs
 - €1 995 575



- | Austria, Belgium, Bulgaria, Ireland, Netherlands, Poland
- | North Macedonia, United Kingdom

- track record of engaging vulnerable consumers
- expertise in understanding practices and behaviours
- experience of policy development and advocacy
- access to strong local and municipal networks
- relationships with relevant stakeholders



EnergyMeasures – summary

Project implements household energy programmes and address structural issues surrounding energy poverty in seven European countries:

- Four western, developed countries which have led in the recognition of energy poverty    
- Three post-socialist countries in which energy poverty is a significant issue, affecting both low- and middle-income households   

EnergyMeasures – recruitment

- Leverages partners' ongoing projects and existing relationships to **identify and recruit** energy poor households
- Targets energy poor households focused on specific groups, including *e.g.*,
 - *elderly people living in owner-occupied houses in an urban area (IE)*
 - *occupants of multi-family apartment complexes (BG, MK, PL)*
 - *owner-occupied houses in a remote, Scottish island area (UK)*
 - *energy poor private tenants in mixed income areas (BE)*
 - *public and private tenants in low-income urban areas (NL)*



Household engagement – understand

- Works with householders to capture **their knowledge and experience** around energy, and analyse the ways in which they use energy and how these intertwine and relate to **everyday routines**, habits and expectations



Household engagement – measures

- Engage householders to understand the physical structure and **technical attributes** of the housing units
- Selects and deploys a tailored package of **low-cost energy measures**



Household engagement – behaviour

- Designs **bespoke behaviour change plans** informed by understanding of the practices & behaviours that combine to shape household energy use
- **Encourages, enables & supports** householders to change energy behaviours



Household engagement – Data collection

- Diversity of housing types and household structures
- Varying regulatory and commercial contexts
- Different sociocultural and political realities

Bill page 1

ACCOUNT BALANCE
The balance on your account prior to the issue of this bill.

CHARGES FOR THIS PERIOD
Your electricity charges for this billing period. These are broken down on page two of the bill.

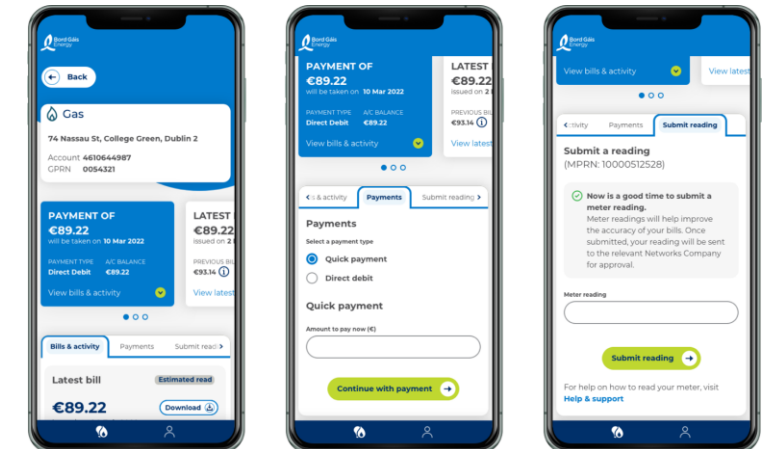
NEW ACCOUNT BALANCE
Your new account balance including this bill.



MPRN
The MPRN is a unique number for the electricity supply at your address. You may be asked for this if you contact customer service.

ACCOUNT NUMBER
Your Enertia customer account number.

TARIFF
Your tariff is the price package you signed up for.



Household engagement – Data collection

- Collection of physical utility bills
 - Many householders do have them (even if they are unopened!)
 - Data input can be labour intensive (!)
 - There will likely be data gaps which need extrapolation
 - Often first-time householders have really looked at energy bill
 - Opportunity to open discussions on energy by review bills with householders



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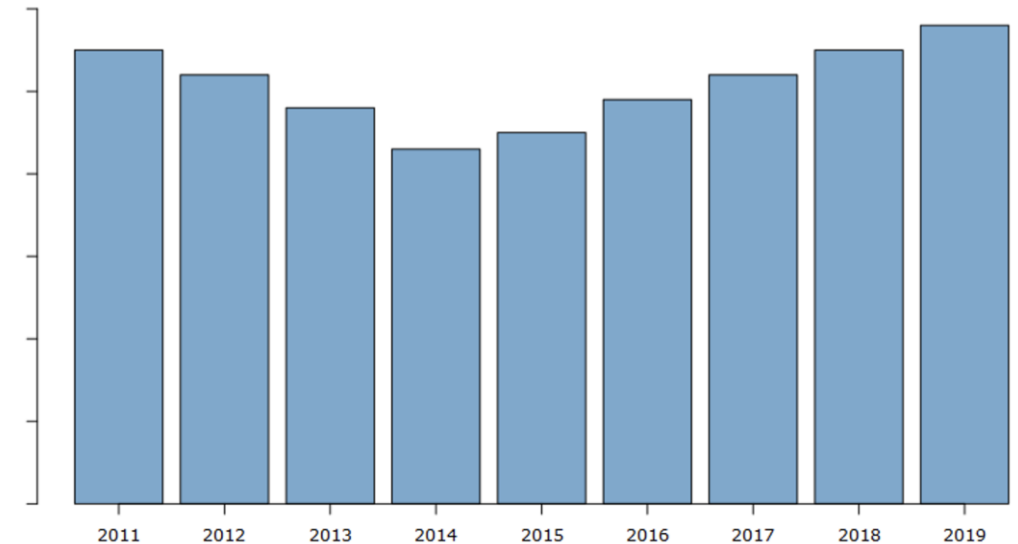
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Household engagement – Data collection

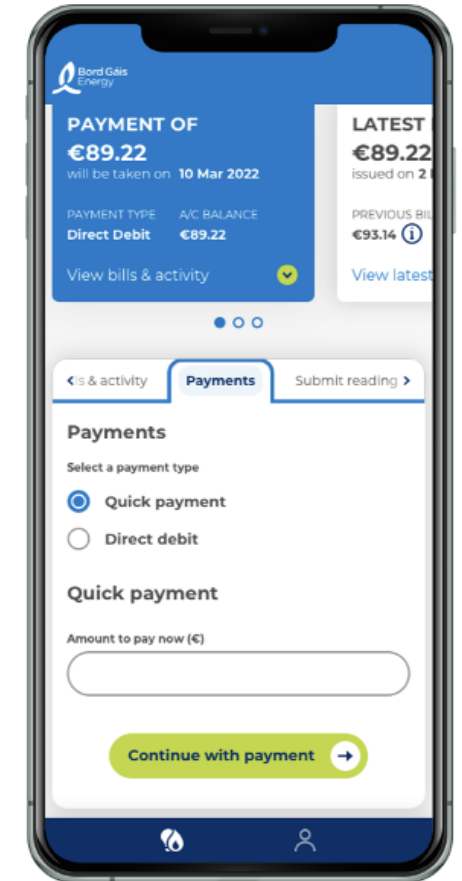
Data from building management

- Managers of apartment blocks often act as intermediaries in the provision of energy
- Householders are billed either directly or indirectly by building management
- Engaging building managers with householders encourages both to (re) consider energy



Household engagement – Data collection

- Smart meters and online accounts
 - Utilities can offer quite sophisticated metering and online account management tools allowing access to historical energy use data
 - Occasionally it might even be user friendly
 - Some offer ability to download data
 - Opportunity to (re)introduce householders to their online account and support them in getting the most from it



Household engagement – Data collection

Data from suppliers and/or network operators

- If householders provide authorized mandates data should be available through energy suppliers
- Getting it through network operators is even better as it provides missing data (change of suppliers, suppliers going out of business, etc.)
- This enables energy advisor to really engage with householders on their detailed energy use.



Household engagement – Data collection

Data from energy saving power meters

- Such energy meters provide for more granular data
- Provides details of energy use (and cost) of using individual appliances
- Help householders to identify energy use 'hot-spots' and thereby make decisions on use



Impact

- Increase knowledge on energy use
- More confidence in dealing with utilities (or building management)
- Identification of energy 'hot-spots'
- Change in energy-related behaviour (direct)
- Increased engagement on energy issues (indirect)



Measuring such impact

- Feedback from householders
- Surveys & questionnaires
- Interviews
- Focus groups / group interviews
- (energy consumption)



www.nialldunphy.eu/profile