HOW TO SET UP AND RUN AN ENERGY POVERTY OFFICE IN A METROPOLITAN AREA

BULGARIAN CASE

DEFINITION

"vulnerable customers" and "energy-poor households"

***"Energy poor is a consumer (person or household) who**, at the current prices of energy services (electricity, heating, gas), due to his income, age, employment, family and/or health status, **falls below the official poverty line after his expenses related to reasonable consumption of energy services in one's home**, necessary for the performance of various non-commercial, domestic activities, to ensure legally established standards for heating in the heated part of the dwelling, lighting, use of various household and other appliances for cooking, lighting, cooling, hot water, entertainment, information exchange, etc., which are necessary to satisfy the relevant basic needs" (source: project "SHEERenov")*

According to NSI statistics, in 2023 about 22% of the population in Bulgaria live below the official poverty line.

The poverty line is an income of €257 or less per month and around 1.5 million Bulgarian citizens live below the poverty line. (source: NSI)

SETTING UP AN EP OFFICE

- Answer the following questions

Why do we need it? – to solve a problem
What do we want to achieve? – support and collaboration
How do we implement it? – what do we need as materials, employees, knowledge, etc.
When is good to start it? – Event or announcement for the new prices of electricity for example?
Where is its best place? – Do we have an existing infrastructure or we need a new one?

RUNNING UP AN EP OFFICE

- Internal and external experts in the field;
- Support from basic stakeholders – municipalities, utility companies, social workers in the regional social departments;
- Communication with the EP people – on-site visits, face-to-face meetings, the snow-ball effect for dissemination of our activities and services;
- Following the current situation in the country – statistics, financial schemes on local and state level, political decisions, EP policy and definitions, etc.

PREMISES OF THE OFFICES

Sofia and Plovdiv
Energy Poverty Offices

Sofia Energy Poverty Office is at the premises of Sofia Energy Agency SOFENA - created within the framework of POWERPOOR project – Empowering Energy Poor Citizens through Joint Energy Initiatives(under Horizon 2020 research and innovation program) in June 2021.
Plovdiv EP Office is at the premises of Energy Agency of Plovdiv. It was opened in October 2021. OSS is also included.

Statistical Data for September 2023
EPAO Sofia - 12 email requests, 38 office visits, 41 phone calls
EPAO Plovdiv - no email requests, 26 office visits, 32 phone calls
Total: 149 citizens/requests

SERVICES PROVIDED IN EP OFFICES

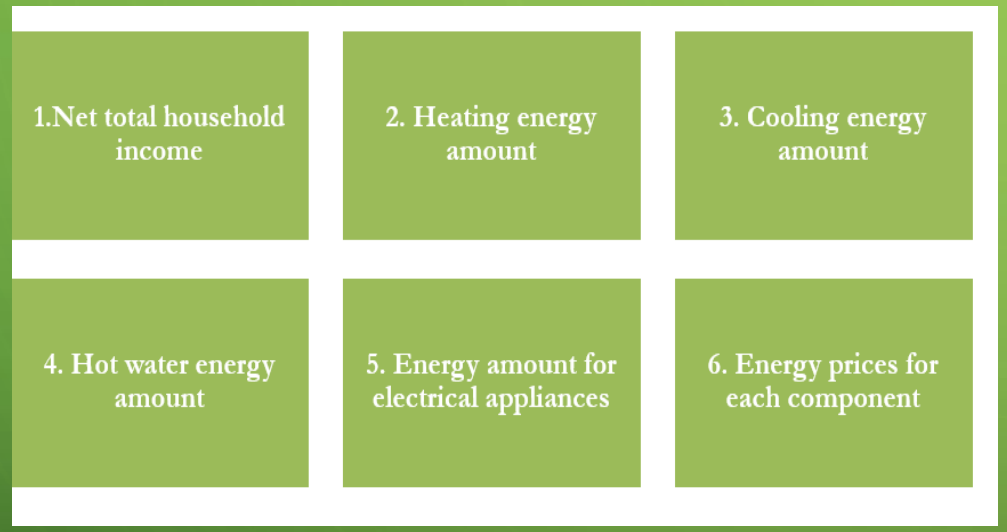
- development of EE/RES projects;
- information campaigns;
- preparation of business plans;
- searching for the best solutions for each case;
- tips for saving energy at home through changing daily behavior;
- advises for implementing low-cost measures;
- presenting different financial mechanisms for supporting EE and RES measures in multi family buildings and houses;
- mediation between the municipality and the citizens;
- working closely with TA offices in Sofia, Gabrovo and Burgas – exchange of information and data.

Free of charge advice

EPO

Interested parties

SERVICES PROVIDED IN EP OFFICES



The household's individual energy needs are calculated in three main components – income, energy quantity and energy prices. The component for the energy quantity, in turn, is divided into four parts - for heating, cooling, hot water, and for electrical appliances. The amount for heating, in turn, depends on the mode of use of the home, and the need for heating 24 hours a day, in case it is inhabited by adults over 65, children under 18 or people with disabilities. (source: project “SHEERenov”)

GOOD PRACTICE EXAMPLE – "SOLAR CITIES"

- Under the "Solar Cities project " aiming at unlocking the Solar Potential of Burgas and Sofia city financed by the European Climate Initiative (EUKI) a digital platform was developed giving information:

- how many PVs can be installed and on which building,
- how much energy they can potentially generate,
- how high is the required investment, and
- how long will it take for the return of the investment.

- https://solarcities.bg/

GOOD PRACTICE EXAMPLE – “SOLAR CITIES”

- For this purpose, the territory of the cities was photographed, detailed analyzes of the roof spaces of the buildings was prepared using specialized software to identify the optimal number of PV panels that can be placed.
- For the roofs circled in blue on the map in the platform, individual analyzes have been prepared according to their specifics, and the results are available in the reports attached. A ready made project is available for download.

https://sofia.solarcities.bg/

GOOD EXAMPLES – CENTER FOR ENERGY EFFICIENCY IN BURGAS

- Dedicated units in Burgas and Sofia town administrations to provide administrative support to potential investors are established.
- A series of events and trainings targets representatives of local and state administrations, of SMEs, of homeowner associations, public building managers, and residents of multi-family apartment buildings.
    - https://energy-office.bg/

CENTER FOR ENERGY EFFICIENCY - SOFIA

Energy Office Sofia Municipality – district “Slatina”
Citizens receive information online and on-site about the preparation of application documents for energy renovation of multi-family residential buildings - BG-RRP-4.023 "SUPPORT FOR SUSTAINABLE ENERGY RENOVATION OF THE RESIDENTIAL BUILDING FUND – STAGE II“ within the framework of the National Recovery and Resilience Plan.

eec@sofia.bg

CENTER FOR ENERGY EFFICIENCY - GABROVO

In the energy efficiency center of Gabrovo Municipality, citizens and businesses can receive information and advice on energy renovation.
The provided services includes:
Municipal programs;
Trainings;
Consultations;
Advises.

cee.office@gabrovo.bg

THANK YOU FOR YOUR ATTENTION!

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