



**RETE ASSIST**

# RETE ASSIST – Italian follow-up of the ASSIST project to empower operators on the ground to address energy poverty

**Marina Varvesi – RETE ASSIST (Italy)**

**Tackling energy poverty at the heart of the ecological and energy transition – EESC 21 April 2022**



[www.reteassist.it](http://www.reteassist.it)

# Impact of HEA direct advice

Subjective factors:

- Perceived Vulnerability
- Perceived Comfort level

Objective factor: Energy consumption

Objective factors:

- Energy cost

# ASSIST

European project (Horizon 2020 No.754051) to test an innovative holistic model to tackle energy poverty. A model based on the **HEA (Household Energy Advisor)**, a professional figure empowered on all energy poverty related issues, which can be taken up in **different contexts** (public – private; social – energy)

Coordinated by AISFOR, the consortium was formed by 12 partners coming from 6 different countries (Belgium, Finland, Poland, Spain, United Kingdoms and Italy).

The project was developed in 2017 – 2020

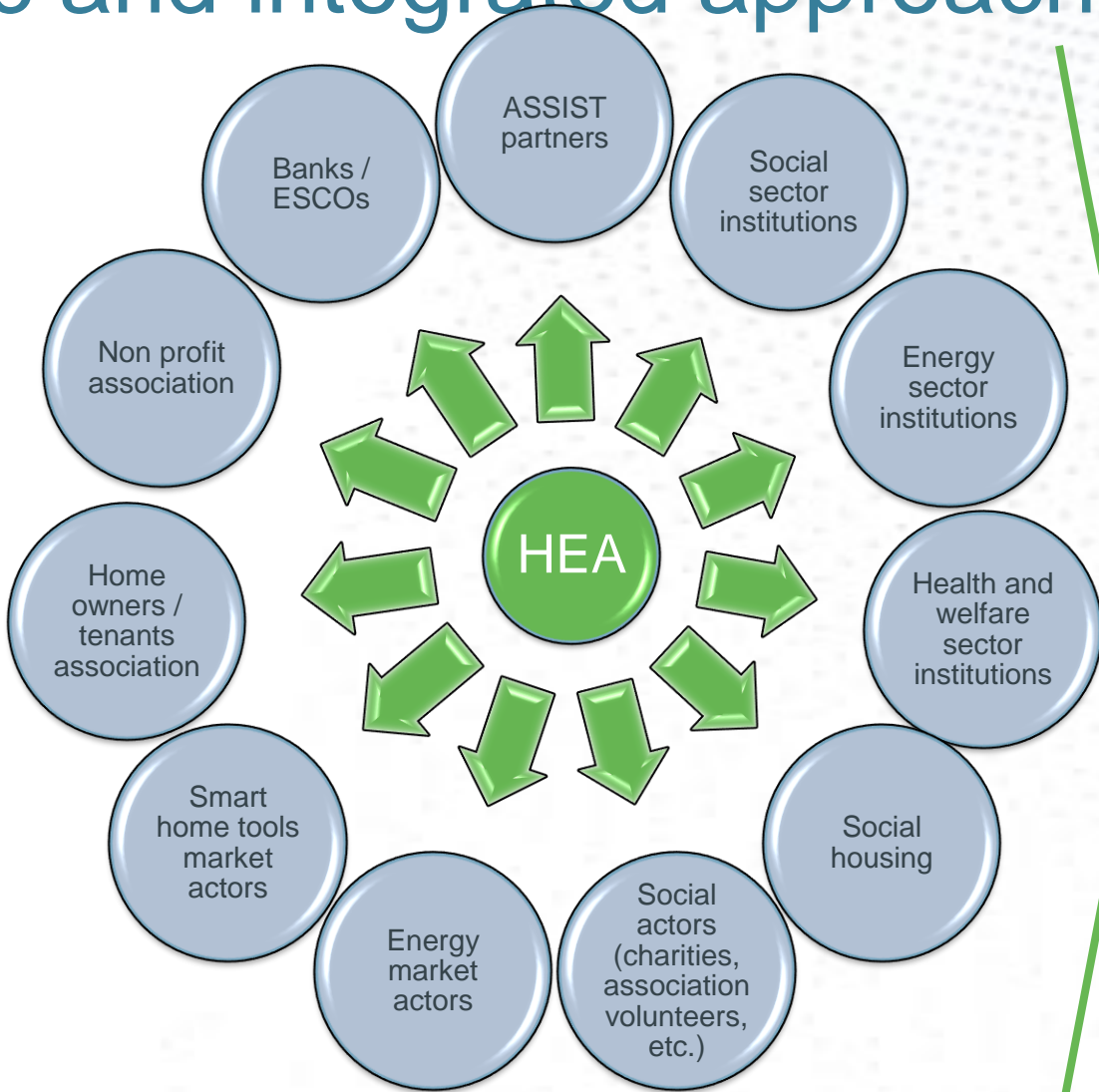
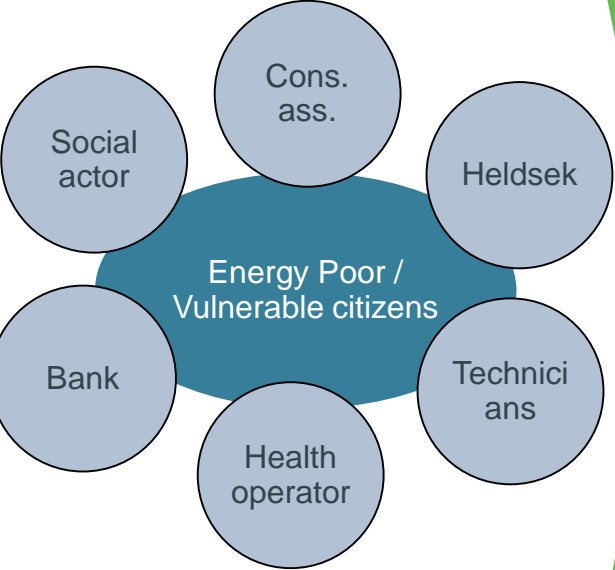


[www.assist2gether.eu](http://www.assist2gether.eu)

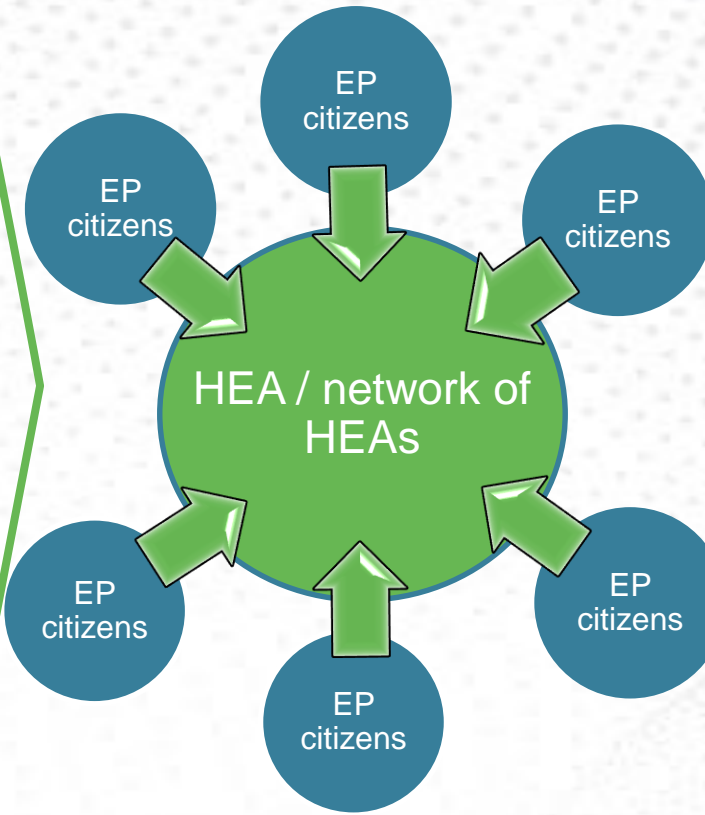
<https://cordis.europa.eu/project/id/754051>

# ASSIST holistic and integrated approach – HEA-centric

Energy Poverty complex phenomenon – many sectors / operators

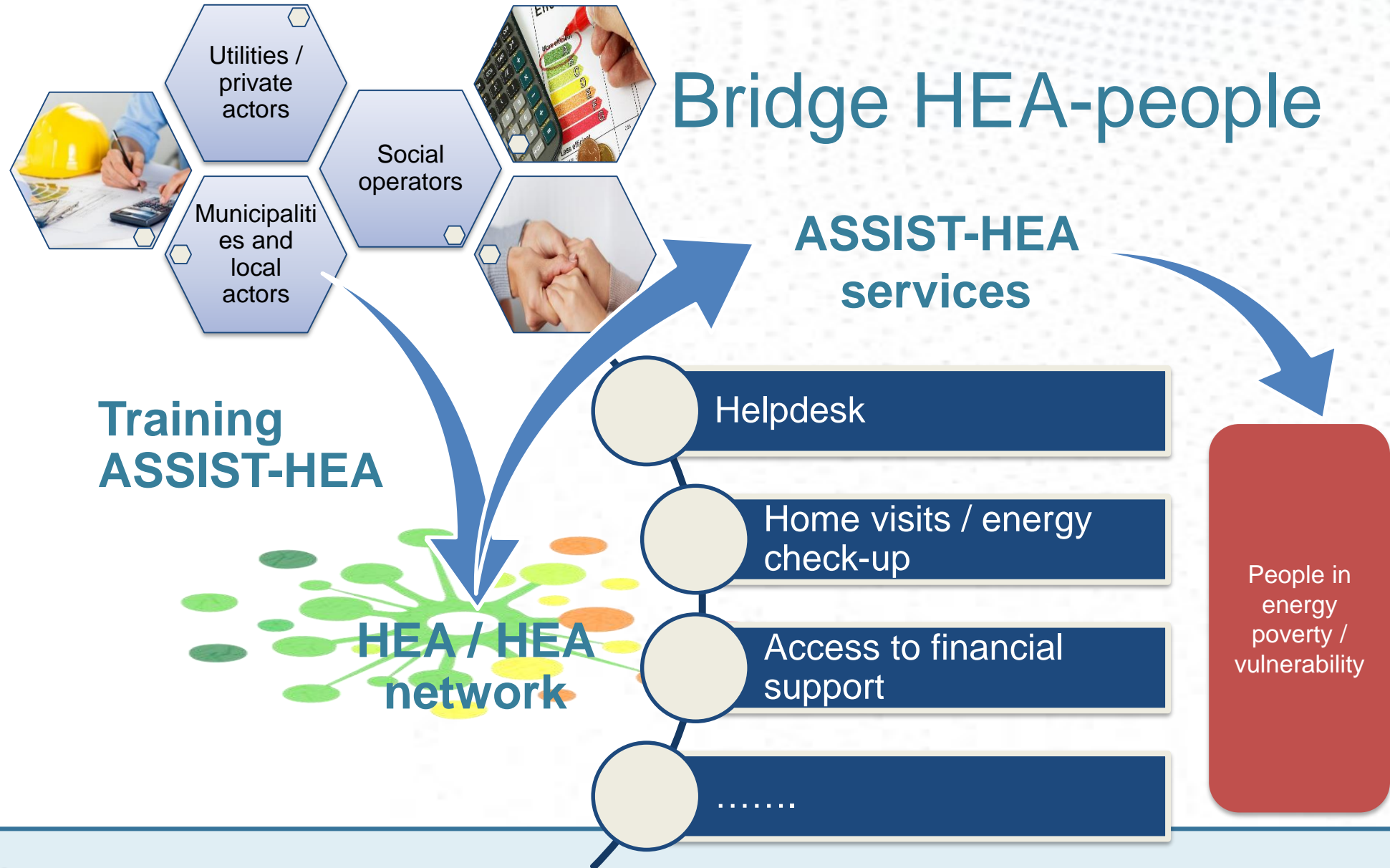


Empowered operators (HEAs)

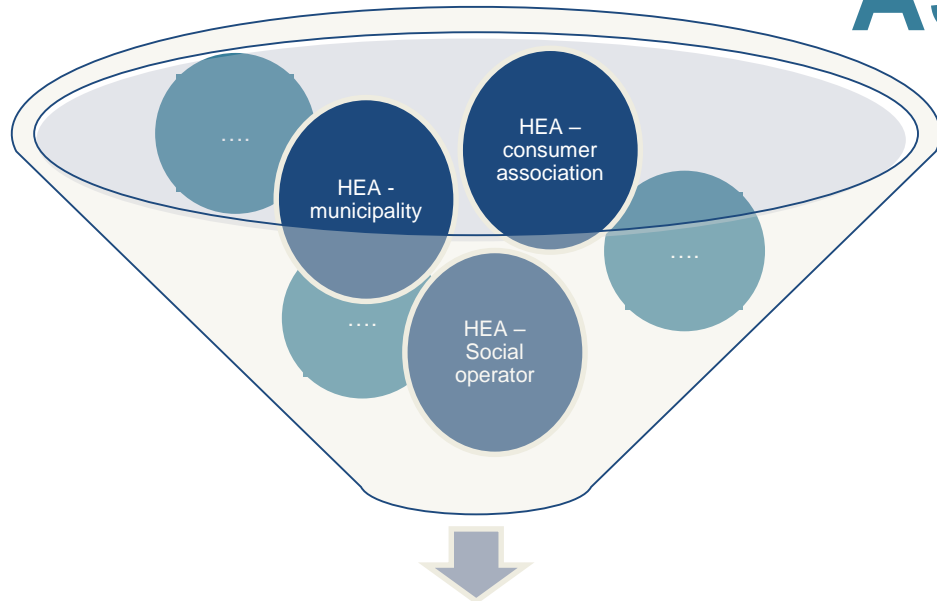


Network of HEAs

# ASSIST Model – in practice



# ASSIST model

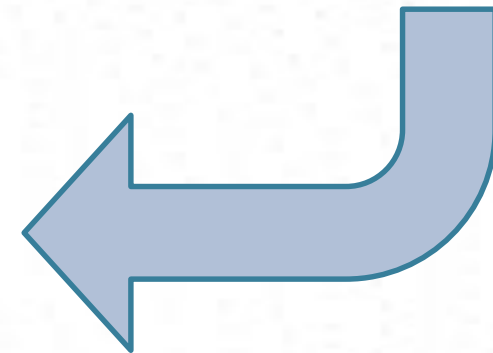


**HEA-Training** – complete and wide training course



**HEA-Network** – activities and resources to facilitate the dialogue and exchange of information between HEAs

**HEA-Action** – activities and resources to support the work on the ground of the HEAs



# Impact of HEAs

## Reduction of energy consumption (objective)

- Increased awareness on energy consumption
- Reduces energy waste and reduces consumption (and relative cost)
- *Energy consumption data*

## Reduction of energy costs (objective)

- Increased awareness and knowledge of the energy market and energy contract offers
- Switching to contracts with more favourable conditions in line with their habits and needs
- *Energy cost data*

## Increased comfort (subjective)

- Increased the perceived level of comfort in the household
- *Subjective perception data*

## Reduction of vulnerability factor (subjective)

- Being aware and being in contact with a person able to support and assist on all energy poverty problems is a great added value which gives relieves and psychological comfort
- *Subjective perception data*

# Take-up and scalability of ASSIST model

- 2017 - 2020
- Eu project to test the ASSIST model
- [www.assist2gether.eu](http://www.assist2gether.eu)

ASSIST project



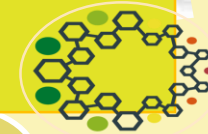
- 2021
- EU project to scale the ASSIST model
- [www.assist2gether.eu](http://www.assist2gether.eu)

SUITE  
Project



- March 2022
- Launch RETE ASSIST to consolidate the model
- [www.reteassist.it](http://www.reteassist.it)

RETE ASSIST



Launch of the HEA and HEA network

SUITE: Drafting scalability plan for scaling ASSIST model



ASSIST: pilot phase to build ASSIST model – training / network / action



[www.reteassist.it](http://www.reteassist.it)



**RETE ASSIST**

## **RETE ASSIST**

- non profit Italian association**
- born to continue the work of ASSIST project to empower both operators on the ground (HEAs) and stakeholders**

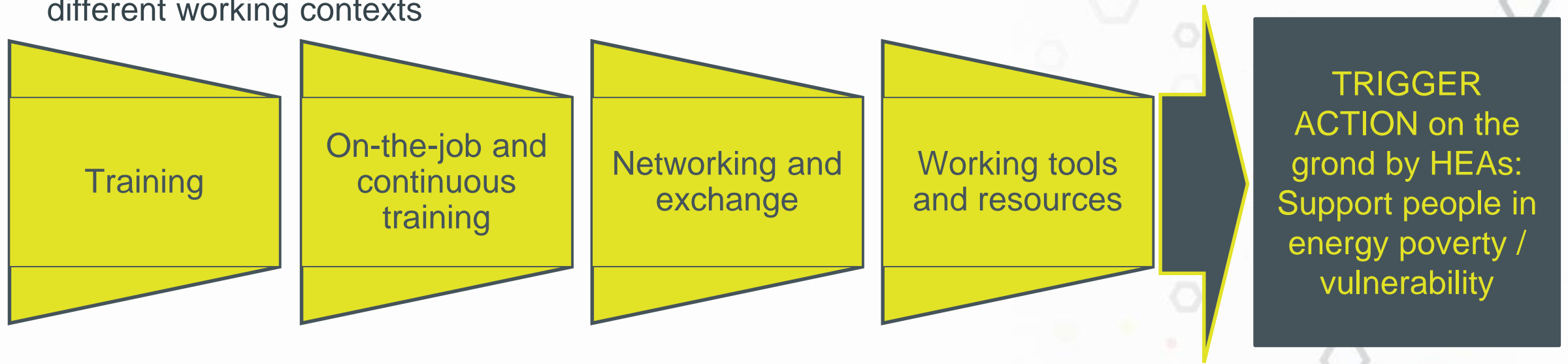
**ADDRESS ENERGY POVERTY** with an holistic and collaborative approach



**RETE ASSIST**

# Activities of RETE ASSIST for HEAs

- ❑ **Training** opportunities to increase HEAs knowledge of the problem and competencies to address it
- ❑ Activities and resources to promote the **networking** between HEAs and also to bridge the gap between operators on the ground and stakeholders
- ❑ **Resources ready to use to support** HEAs to carry out actions on the ground
- ❑ Activities and resources tailored to the needs and knowledge gaps of the operators according to the different working contexts



# Targets of RETE ASSIST

## Operators (HEAs)

- Operators on the ground to support people in need
- Interested in learning more on the problems and needs of energy poverty and more generally on the social aspects of energy
- HEAs – Household Energy Advisors

## Non profit organisations

- With the mission to assist and support people and facilitate the just and fair and promote climate neutrality
- Interessati ad ampliare i servizi ed i campi di assistenza

## Municipalities / local governments

- Aware and active of the problems of citizens on social-energy topics
- Willing to provide direct support to their citizens – such as setting-up OSS

## Utilities and other private actors

- Moved by Social Responsibilities policies
- Interested in implementing article 7 of the EED





**RETE ASSIST**

**THANK YOU!**

**Marina Varvesi**

**RETE ASSIST / AISFOR – Italy**

**Email: [info@reteassist.it](mailto:info@reteassist.it) / [varvesi@aisfor.it](mailto:varvesi@aisfor.it)**



[www.reteassist.it](http://www.reteassist.it)