

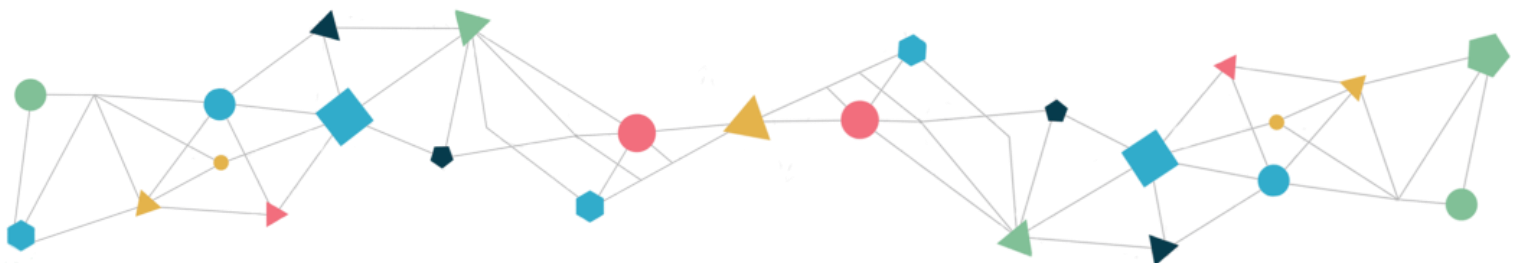


Energy Poverty Advisory Hub

***“Call for  
Technical Assistance to  
Tackle Energy Poverty”***

Description document

(TA2023)



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## 1. INTRODUCTION

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The present document is intended to provide additional support to organisations looking to apply to the open call for technical assistance provided by the [Energy Poverty Advisory Hub \(EPAH\)](#). Full documentation and information about the call are available on the EPAH website on the [Call for Technical Assistance](#) page.

### **Chapter 2**

provides information about the Energy Poverty Advisory Hub and the different tools already available to develop local actions to tackle energy poverty.

### **Chapter 3**

defines the basic concept of energy poverty in order to facilitate the reading of the whole document. In the same chapter there are various links to additional resources that can be consulted in order to acquire a wider understanding of the concept.

### **Chapter 4**

enters into details of the application process and provides important information about deadlines, expected timelines and the technical assistance provided.

### **Chapter 5**

focuses on the format of the **application form** and provides supporting information on how to complete the different sections. For better performance it is recommended to read this chapter carefully and review it during the whole writing process.

## **Chapter 6**

provides additional information about the evaluation.

## **Chapter 7**

mentions how your data in the proposals will be processed (GDPR).

## **Chapter 8**

presents how it is possible to submit additional questions about the call and the related deadlines.

Applicants are advised to download all the documents in advance from the website.

The estimated time to complete the application form is **two working days**.

## **2. ABOUT THE ENERGY POVERTY ADVISORY HUB**

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The Energy Poverty Advisory Hub (EPAH), the leading EU initiative run by the European Commission at the request of the European Parliament, is a collaborative network of stakeholders aiming to eradicate energy poverty and accelerate the just energy transition of local governments in Europe.

Our mission is to be a centre of energy poverty expertise in Europe for local governments and all stakeholders interested in taking action to combat energy poverty in Europe.

On the [website](#), different resources are available to guide stakeholders in implementing concrete actions and tackling energy poverty in their local context.

List and information about **inspirational projects**:

- The report "[Tackling energy poverty through local actions – Inspiring cases from across Europe](#)" is a useful instrument to start understanding the types of actions that can be implemented.
- The [EPAH ATLAS](#) is an online database of local and international projects as well as measures addressing energy poverty across the world.

**Online open courses** to learn more about energy poverty:

- The "Introduction to energy poverty and the EPAH – Introductory course" is a 1-hour short course. It provides an overview of energy poverty from a practical-political perspective and it can help you draft your proposal.
- The "Energy poverty in Europe: From policy framework to integration in local action plans – EPAH compact course" is a 10-hour course that focuses on European policy framework of energy poverty, the social need and benefits of addressing it and finally the Energy Poverty Circular Model for designing and implementing local actions to tackle the phenomenon.

The “EPAH Handbooks: A Guide to Understanding and Addressing Energy Poverty” is a series of practical guidebooks to ensure that the social dimensions of the local energy transition are addressed efficiently.

- The [”Introduction to the Energy Poverty Advisory Hub \(EPAH\) Handbooks: A Guide to Understanding and Addressing Energy Poverty”](#) presents the concept of energy poverty with the different approaches that can be useful for obtaining a general picture of energy poverty in your local government as well as the initial introduction to the methodology to tackle energy poverty.
- The [”EPAH Handbook 1: A Guide to Energy Poverty Diagnosis”](#) guides you through 7 concrete steps to finalise an effective analysis of your local context

Direct support and additional resources:

- Explore the topics of the different [technical assistances awarded in 2022](#) and learn more about what municipalities are actively working on.
- Read our [articles](#) to get a quick insight on specific topics.
- Attend one of our [events and lunch talks](#) to discuss with peers about the different challenges of tackling energy poverty
- Technical support is provided in the form of an active helpdesk reachable at [info@energypoverty.eu](mailto:info@energypoverty.eu).

### 3. ENERGY POVERTY (EP)

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Energy poverty is a complex, multifaceted challenge. It is commonly defined as the inability of households to ensure their energy needs, and it is linked with a combination of factors. Since the reasons for energy poverty can be many, this also means that there is not one type of - or reason for - energy poverty and its nature can vary even at the local level. It can be shown as a situation with long power outages periods meaning inability to access energy, but also as a set of conditions where individuals or households are unable to adequately heat/cool or provide other required energy services in their homes at affordable cost.

The effects of energy poverty are multiple. There are consequences on health and wellbeing. Extreme indoor temperatures are linked with the exacerbation of respiratory and cardiovascular illnesses, heat stroke or excess deaths. Children in energy poor conditions can be affected by a particularly lower attainment and increased absence at school, develop more often cold related conditions at a young age, and show lower social and emotional wellbeing. Energy poverty is also interconnected with climate change and other environmental challenges.

Addressing energy poverty could bring multiple benefits, from improved indoor comfort and personal wellbeing, to decrease in government expenditure on health, higher levels of educational attainment, economic development, and reduction on carbon emissions.

The European Commission has proposed multiple measures to tackle this issue requiring Member States to take appropriate actions to address it wherever it is identified. In 2020, the [European Commission Recommendation on Energy Poverty](#) was released. All levels of administration are invited to develop policies, measures and actions. Local governments can provide detailed and insightful

perspectives, enabling the unpacking of vulnerability situations that are particular to specific contexts and groups.

Facing energy poverty is a priority for many authorities. Notwithstanding their ability and resilience to face complex social, economic, and institutional issues, it still presents complex challenges at different levels, from identifying energy poverty conditions (diagnosis), to preparing effective responses (planning) and implementing concrete actions (implementation). Different contexts may present different energy poverty configurations and also affect different parts of the population. For this reason, tailored actions and policies, based on the accurate identification of vulnerable consumers, are needed.

## 4. TECHNICAL ASSISTANCE

In order to support a wider range of local authorities in starting and/or proceeding confidently in their energy poverty actions, EPAH is providing direct support through calls for technical assistance, this being the second call for applications. The goal is to produce effective local results that can serve as further inspiration for other local governments aiming to undertake similar processes. At the end of the selection process, the proposals awarded will receive online or in-person assistance. Further details are available in the following chapters.

### THE TECHNICAL ASSISTANCE PROCESS

The call for technical assistance is designed to support local governments in the development of their actions to tackle energy poverty. *Figure 1* summarises the different steps that local government should take during the whole technical assistance process and the estimated duration of each phase.

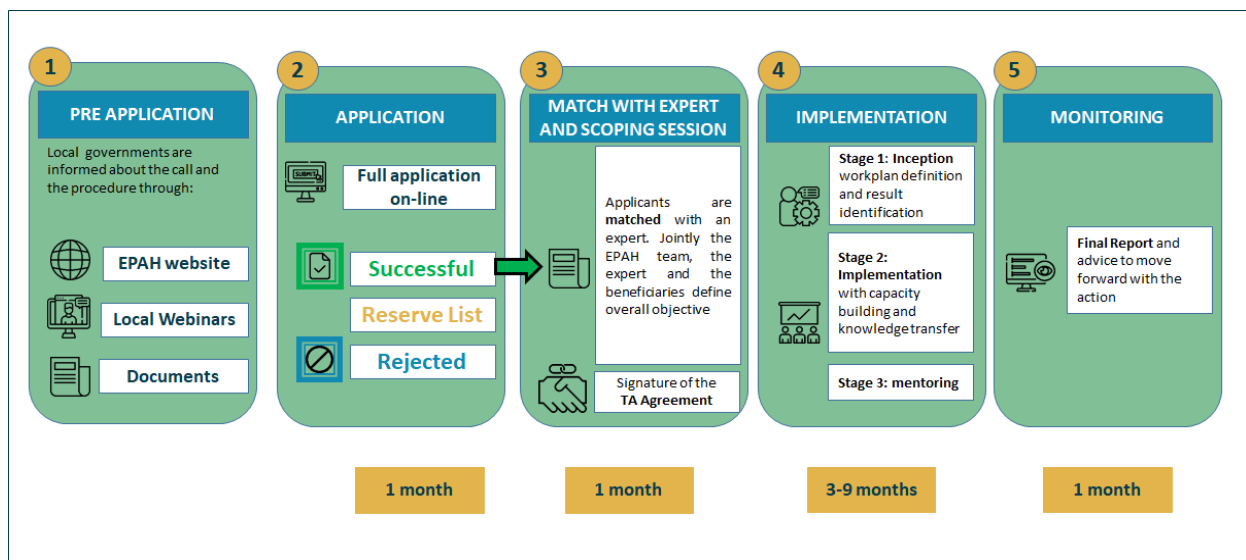


Figure 1-Steps during the technical assistance

## 1. Pre-application

Potential applicants can collect information about the scope of the call for technical assistance on the [EPAH website](#). The EPAH team advises all applicants to navigate through the available tools. For instance, the EPAH ATLAS, the report “Tackling energy poverty through local actions – Inspiring cases from across Europe,” and especially the course “Introduction to energy poverty and the EPAH – Introductory course”.

Different webinars are scheduled across Europe and in various languages to provide information about the application process. Please check the updated calendar of the webinars.

It is also possible to discover the [awarded proposals](#) of the first call for technical assistance and understand the different actions the experts can implement jointly with the local governments and the EPAH team.

All the resources mentioned above will be accessible at any time before and after the submission deadline.

## 2. Application phase

After registering, applicants have access to the online application form and will be able to complete the application online from **1 March 2023 at 9:00 am** until the **extended deadline**:

7 April 2023  
18:30 CET  
(GMT+1, Brussels Time)

The application has to be submitted online but, to facilitate the process, you can download all the documents, complete them offline and copy the content online when finalised.

After the deadline has passed, it will not be possible to submit or update an application. It is advisable to transfer all the content online and submit the proposal well in advance of the deadline to have time to contact the helpdesk in case of any unexpected issues during the submission process.

The proposals will be evaluated based on the criteria described in [Chapter 6](#) and available as an external file at this link.

**A minimum of 36 municipalities will be selected to receive support** based on the total scoring and distinguishing between **SINGLE** and **BUNDLE proposals**. The EPAH team reserves the right to not award all the 36 municipalities in case the quality of the proposals received is insufficient to guarantee a successful implementation of the activities and the fulfilment of the objectives.

Organisations from all 27 Member States can submit proposals as long as at least one of the partners submitting the proposal is a local government.

**Successful applicants** will receive a confirmation email around 1 month after the deadline and will be invited to the next step. **Unsuccessful applicants** will receive constructive feedback that can be useful for their applications to other grants. A group of municipalities will be included in a **reserve**

**list** and may be contacted in case an awarded applicant decides for any reason drops out of the technical assistance and/or in case of lack of respect to the contract signature timeline.

### 3. Matching with an expert

Based on the content of the proposal, EPAH will find a match with a relevant expert organisation from the EPAH network taking into consideration the expertise needed, the geographical area, the main language of communication and any eventual feedback provided by the local governments.

Once, selected, a joint meeting will be arranged among the beneficiaries, the expert, and EPAH team to plan the next steps of the technical assistance.

### 4. Implementation

The technical assistance will be provided in 3 stages. During the **inception** stage, that will last maximum 1 month, the expert and the beneficiaries will work together to fine tune the technical assistance and the workplan. At the end of this phase a complete and detailed workplan will be submitted. During the **implementation** stage, that is estimated to about 3 to 4 months, the expert and the beneficiaries will work together to implement the action(s) defined in the workplan. During the last stage, **mentoring**, that is estimated to last about 3 to 4 months, the expert will supervise the beneficiaries and gradually maintain a mentoring role while the beneficiaries lead the implementation of the action(s).

During all the stages, particular attention will be given to involve the beneficiaries into the process and transmit the knowledge to keep developing on it. Local governments are expected to allocate time to actively contribute to the achievement of the expected results jointly with EPAH and the involved expert organisation. Local governments and their support organisations will lead the project. The expert organisation and the EPAH team will support the implementation of the workplan by providing capacity building and coordination support. The estimated commitment of the expert organisation is between 70 to 110 hours (this does not include the EPAH team time allocated). The workplan will be designed to optimise the efficiency and fast implementation of the project. The technical assistance will last maximum 9 months.

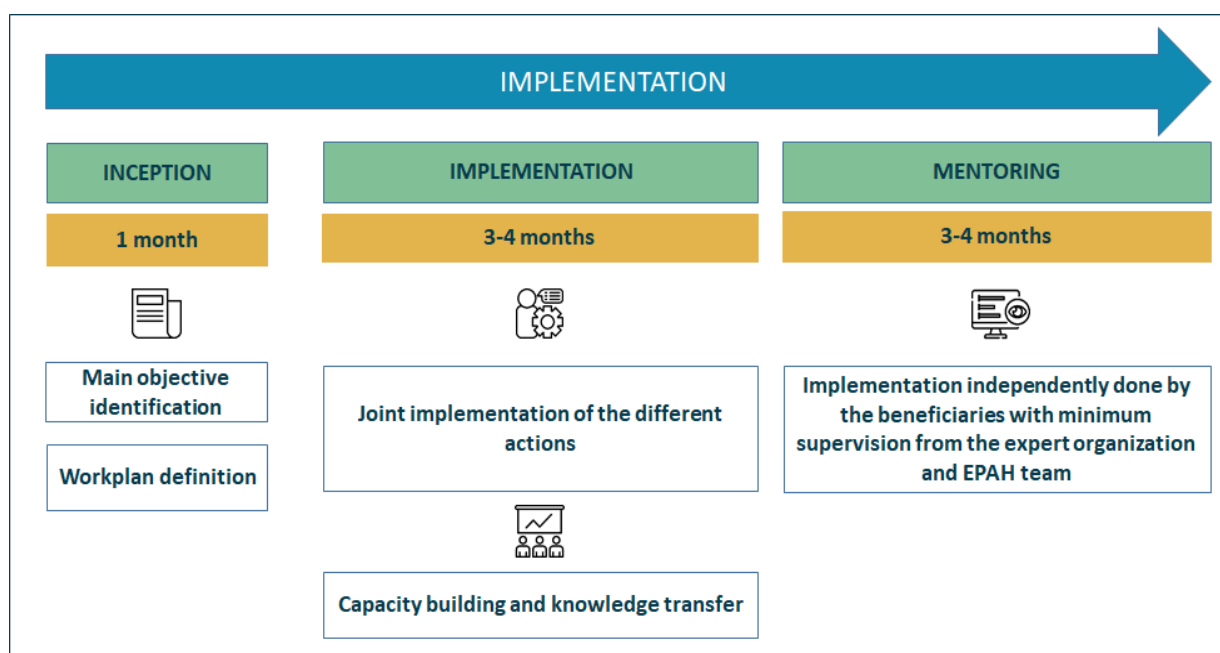


Figure 2 - Implementation stages of the technical assistance

## 5. Monitoring

The EPAH team will monitor the progress of the technical assistance and provide additional support as needed to re-evaluate the development of the assistance. At the end of the technical support, a final report will be compiled specifying the expected future actions to be developed and a medium period outcome to be achieved in the following months. The EPAH team will stay in contact with the beneficiaries through the helpdesk and perform a monitoring meeting 3 months after the completion of the technical assistance to discuss the autonomous progress of the beneficiaries.

## 5. APPLICATION

Applications need to be submitted online by **07 April 2023 at 06:30 pm CET (GMT+1, Brussels time)**.

The first step is to visit the [homepage of the call](#). From the homepage it is possible to create an account and register. Each registered organisation can submit more than one proposal (as long as separate proposals are not chronologically connected). However, it is important to keep in mind that priority will be given to geographical diversity and variety of local governments.

Once registered, the organisation will have access to the online application form to submit the proposal.

To facilitate the application process, it is possible to download the template of the application form. It is advisable to first download and complete the form offline and then proceed by completing the online version (copy and paste).

It is also recommended to download the *letter of commitment* and include it signed in the proposal. The letter of commitment is not a mandatory document at this stage. However, in case the proposal



is selected, applicants will need to present a confirmation of the commitment from the municipality within 15 days and the municipality will need to co-sign the agreement of the technical assistance.

## LANGUAGE

English is the official language of the call and will be the language used for communications with the EPAH team. Submissions written in other EU languages are also accepted. They will be evaluated only after a professional translation into English. Neither EPAH nor the experts are responsible for issues or misunderstandings arising from the quality of the translation. To mitigate this risk, it is advisable to ask for help from colleagues or relevant organisations that can support applicants to submit a proposal in English.

## APPLICATION FORM INSTRUCTIONS

This section provides additional details about the application form and the different sections to be completed.

The application form has some minor changes in case you are applying as a single proposal (only one local government is involved) or as a bundle proposal (2 or more local governments are involved).

## SINGLE PROPOSALS FORM

### Administrative Section

This section focuses on the general administrative data of the different partners that will benefit from the technical assistance. In a single proposal there may be up to three partners of different types. Only one of them should be a local government and the rest should be different types of organisations that will be involved to support the local government.

The additional partners could be any type of organisation such as: Civil society organisations; Non-profit NGOs; Governmental Institutions; Research centres; Private companies; Energy/environmental agencies. The EPAH team advises applicants to partner with organisations that can provide additional assistance in implementing the activities in the medium-long term and that can support the writing of the proposal and reduce the language barriers (as needed).

All the partners shall not have any actual or/and potential conflict of interest with the selection process or be associated with any of the selection members.

In the administrative section there is a section to specify the Geographical Pool inside which the proposal is competing (Pool1 Central and Eastern Europe; Pool 2 Western and Northern Europe, Pool 3 Southern Europe).




Pools	Countries
Pool 1 - Central and Eastern Europe	 <p>Slovenia, Slovakia, Romania, Poland, Lithuania, Latvia, Hungary, Estonia, Czech Republic, Croatia, Bulgaria</p>
Pool 2 - Western and Northern Europe	 <p>Sweden, Netherland, Luxembourg, Ireland, Germany, France, Finland, Denmark, Belgium, Austria</p>
Pool 3 - Southern Europe	 <p>Spain, Portugal, Malta, Italy, Greece, Cyprus</p>

Table 1 - Geographical pools

The specific country of implementation should then be mentioned.

Following the applicant should specify the main language of communication needed and if they would feel comfortable to receive assistance in English.

### Context analysis

This section is designed to provide additional information about the local context and specifically the area for which the technical support is needed. Energy poverty is often influenced by very different specific conditions. In this section it is possible to provide additional economic and geopolitical information (e.g. status of dwellings, weather conditions, effect of climate change, distribution of population such as small villages, remote areas, discontinuities of connections etc.) and more social information about the target population (e.g. low income, vulnerable people, elderly etc.).

### Type of assistance

This section is designed to provide an understanding of the type of technical assistance needed.

The circular model presented by EPAH in the [Introduction to the Energy Poverty Advisory Hub \(EPAH\) Handbooks: A Guide to Understanding and Addressing Energy Poverty](#) identifies **three main phases** as the key to successfully tackling local energy poverty. Each phase requires specific inputs and should end with relevant results. These elements are of primary importance to assure the sustainability of the whole chain. The way actions are delivered is related to a sequence of **diagnosis, planning** and **implementing**. The different phases (*figure 3*) are required to ensure the social aspects of energy

Figure 4 - Energy Poverty Circular Model

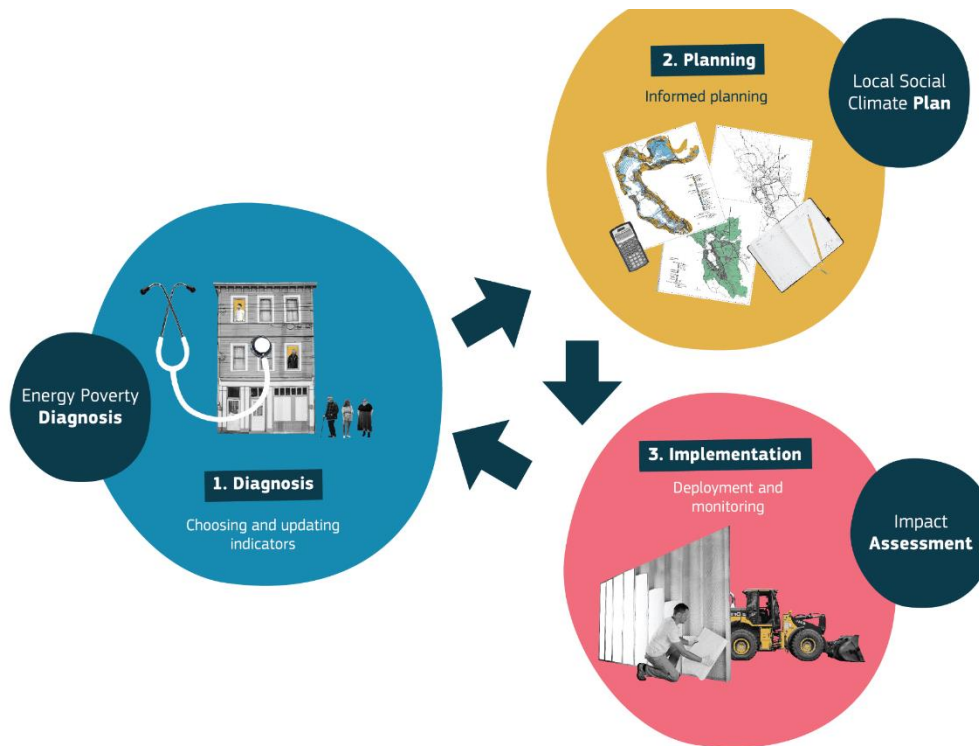


Figure 3 - Energy poverty Circular Model

poverty are covered in local climate and energy planning resulting in a just local transition. For further information about each of the phases please refer to the above mentioned handbook.

Taking into consideration the overall duration of the technical assistance, applicants may select **only one of the three phases** to work on. In case the beneficiary is interested in the implementation phase, it will also be possible to specify on which action they will focus their attention and see implemented. In this case the beneficiaries will be able to select only one among the following options: Methodology to implement an one-stop shop (OSS); Methodology to implement an Energy Community; Methodology to develop an awareness campaign; Methodology to develop a behavioural change campaign; Support for other activities (specify - plain text 50 characters); Impact assessment of an already ongoing/closed activity.

### Specific request for the technical assistance

This section is the central part of the proposal. In this section it is fundamental to provide an exhaustive description of the technical assistance requested. The section is open to the inclusion of information about *the reason* behind the request, and the *expected outcomes/results*. It is useful to integrate the information provided in the energy poverty identification section with further insight. In addition, more specific aspects are useful, such as: the expected *timeframe*, if there is *synergy* with other on-going actions or other organisations, what the specific role of the expert will be, and how internal staff will be allocated. Special attention should be paid to specify if there are different *cross cutting objectives* (e.g. equity and justice, climate change) that will be addressed. In this section it is also possible to suggest relevant national expert organisations that could contribute with the required technical assistance.

## Experience

This is a self-evaluation section where it is possible to indicate the overall experience of the partners involved. This field is mainly required for internal analysis and it does not constitute part of the evaluation criteria.

## Additional material

The Letter of Commitment properly completed and signed by a representative of all the Local Government can be uploaded in this section. At this stage the submission is not mandatory. However, it will be requested for the awarded proposals within 15 days after selection and the local government will need to co-sign the technical agreement.

## BUNDLE PROPOSALS FORM

Bundle proposals differ from single proposals in the *Administrative section* where all the local governments involved should be declared. *Context analysis* section and *Specific request for the technical assistance sections* allows more characters to properly explain the multiple perspectives.

### Administrative section

This section focuses on the general administrative data of the different partners that will benefit from the technical assistance. In a bundle proposal there is the possibility to include more than two municipalities or supra municipal authorities or a group of municipalities that cover multiple areas.

Additional partners could be: Civil society organisations; Non-profit NGOs; Governmental Institutions; Research centres; Private companies; Energy/environmental agencies etc. The EPAH team advises applicants to partner with organisations that can provide assistance in implementing the activities in the medium-long term, support the writing of the proposal, reduce the language barriers (as needed) and facilitate the development of the action among all the different local governments.

Partners shall not have any actual or/and potential conflict of interest with the selection process or be associated with any of the selection members.

In the administrative section there is a section to specify the Geographical Pool within which the proposal is competing (*see page 8*). The specific county of implementation should then be mentioned.

Finally, the applicant should specify the main language of communication needed and if they would feel comfortable to receive assistance in another language than English.

### Context analysis

This section is designed to provide additional information about the local context and specifically all the areas for which the technical support is needed. Energy poverty is often influenced by very different specific conditions. In this section it is possible to provide additional general economic and geopolitical information (e.g. status of dwellings, weather conditions, effect of climate change, distribution of population such as small villages, remote areas, discontinuities of connections etc.) and more social information about the target population (e.g. low income, vulnerable people, elderly etc). More space is allowed for the bundle proposals in order to properly describe the situation for all the different local governments involved.

## Type of assistance

This section exactly mirrors the same section for the single proposal form so check page 9.

## Specific request for the technical assistance

This section is the central part of the proposal. In this section it is fundamental to provide an exhaustive description of the technical assistance requested. The section is open to the inclusion of information about *the reason* behind the request, and the *expected outcomes/results*. It is useful to integrate the information provided in the energy poverty identification section with further insight. In addition, more specific aspects are useful, such as: the expected *timeframe*, if there is *synergy* with other on-going actions or other organisations, what the specific role of the expert will be, and how internal staff will be allocated. Special attention should be paid to specify if there are different *cross cutting objectives* (e.g. equity and justice, climate change) that will be addressed. In this section it is also possible to suggest relevant national expert organisations that could contribute with the required technical assistance.

Bundle proposal should also explain in this section how the collaboration among the different local governments will effectively contribute to develop more effective and impactful actions. It is important to detail the ongoing relationship among the local governments and how these connections will be utilised to create an economy of scale.

## Experience

This is a self-evaluation section where it is possible to indicate the overall experience of the partners involved.

## Additional material

The letter of commitment properly completed and signed by a representative of all the local governments should be uploaded in this section. At this stage the submission is not mandatory however it will be requested in order to continue the process in case the proposal is awarded.

## 6. EVALUATION

Only the applications submitted before the deadline will be considered. If applications are presented in a national language other than English, the proposal will be translated into English. All the proposals will be evaluated in English. Neither the EPAH team nor the experts will be responsible for issues or misunderstandings arising from the quality of the translation. To mitigate this risk it is advisable to partner with organisations that can reduce language barriers.

The evaluation committee (composed by the Energy Poverty Advisory Hub technical assistance team, as well as the European Commission’s Directorate-General for Energy) will perform a qualitative assessment. The geographical distribution, the quality of the proposal and the scalability will be taken into consideration for the evaluation.

Section	Criteria	Score
Partners	The partners presented are aligned with the proposal and all present a meaningful reason to be involved in the technical assistance	0 - Number of partners are not sufficient to guarantee an effective implementation of the action 1- Number of partners are sufficient to guarantee an effective implementation of the action
Context Analysis	The context is well explained and provides the starting point for designing a technical assistance that is impactful for the specific context under consideration	0 - The context analysis is mentioned but not detailed or not clear. 1 - The context analysis is well detailed but there is no mention to specific alert signals of energy poverty 2 - The context analysis is complete and detailed also in relation with energy poverty signals (in case of bundle proposals it also include details of the interaction among the different local governments)
Technical Assistance Request	The specific request for technical assistance should be suitable to the specific context, well designed and achievable in the given timeframe	Check all that apply: <ul style="list-style-type: none"> <li>▶ The application is clearly addressing energy poverty</li> <li>▶ The application includes all the required information</li> <li>▶ The request includes a clear vision and expected outcome(s)</li> <li>▶ The outcome estimated can present significant impact</li> </ul>

	<ul style="list-style-type: none"><li>▶ The proposal is relevant to the context described</li><li>▶ The proposal shows consistency with the existing energy poverty frameworks (national, international etc.)</li><li>▶ The application consists of enough information to justify a meaningful impact of the assistance</li></ul>
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Table 1 - Evaluation Criteria

## 7. DATA PROTECTION

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In agreement with the European Regulation 679/2016 that protects the fundamental rights and freedoms of individuals, the EPAH team will use the data provided in the proposal only for the objective of the present call for technical assistance and in accordance with the principles of confidentiality, integrity, availability and authenticity. The data can be shared with third parties that will manage it for the fulfilment of the purpose of the mandate of the call.

## 8. QUESTION AND ANSWERS

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A specific section is available on the website to submit questions and answers. Questions can be addressed until the deadline of the open call, but the EPAH team does not assure a timely response to questions submitted after the 17 March 2022 at 6:00 pm CET Brussels time, GMT+1.

For a fair and equal competition, all relevant questions received by applications will be replied through the Q&A section so everyone can see the answers.

Any questions/complaints on the outcomes of the final results can be raised within 10 working days from the date that the notification email is sent. The EPAH team will evaluate the complaint and give a response within another 10 working days.

For any additional information you can contact the helpdesk at [info@energypoverty.eu](mailto:info@energypoverty.eu).