

# SHARE

Social Housing Action to  
Reduce Energy Consumption



## Case Study 3



The aim of the 'energy ambassador' initiative is to help families in Haute-Savoie who are struggling to manage their energy bills. This programme is financed by the Conseil Général of Haute-Savoie and links to the SHARE programme objectives.

One approach used is to visit the family in their home and advise them on their energy consumption.

The number of annual visits carried out by an ambassador is limited to about 30 a year. Families that can benefit from it are selected by a local energy fund committee, who also make decisions on requests for financial help from families unable to pay their energy bills.



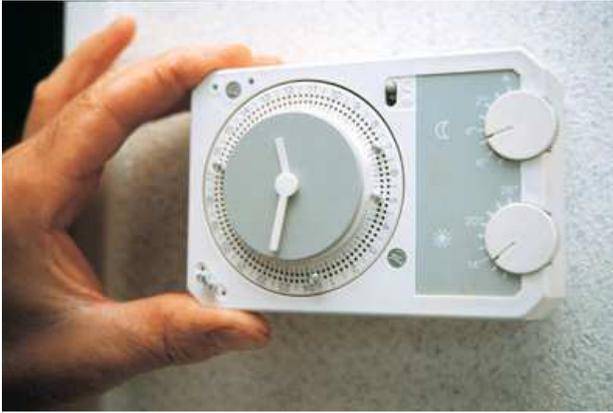
## Energy Ambassadors in Haute Savoie

To make sure that the visit has a positive impact, it must be actually wanted by the family in question. To try to achieve this as far as possible, a visit is offered by letter, but the family has to take the next step to make an appointment.

During the visit, the ambassador asks the family about life style and energy-consuming habits, assesses their energy consumption (based on the energy bills) and inspects the accommodation in order to identify possible problems related to the construction or to the equipment.

SHARE is an Intelligent Energy Europe Project working in eight European areas to develop energy efficiency and low carbon technologies in social housing. For more information about the SHARE project and for other case studies see the project website:

[www.socialhousingaction.com](http://www.socialhousingaction.com)



The ambassador can also give out small items, such as draught-sealing, low consumption bulbs, and timers, if it seems necessary. The ambassadors also make themselves available to answer any further questions the family may have after the visit.

Following the home visit, a report is sent to the family. It includes a brief description of the house, household consumption, and a commentary based upon the theoretical consumption of other similar families, in homes of similar size and age of construction.

Personalized advice will also be given on the appropriateness of the tariff options chosen by the family and what they can do to reduce consumption.



## Limitations of the home visits

When the ambassador visits a house, he/she advises mainly on behavioural issues.

If it seems necessary, the ambassador can write a letter to the owner to inform about work that would be appropriate to carry out in this accommodation, but this has the status only of a recommendation and not an obligation on the owner.

When the accommodation presents real problems, even after an ambassador has visited and the family has implemented energy-saving behaviour changes, comfort and/or consumption problems may still persist.

To address this obvious limitation, an initiative is underway to set up a fund to finance minor works such as:

- Repairs, such as ventilation, broken windowpanes, or leaks.
- Installation of equipment, such as water flow reducers, water saving shower heads, heating or controls.

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