

# Defining and identifying the users in energy poverty and vulnerable customers

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WG5.1 Designing, implementing and monitoring measures

for alleviation of energy poverty

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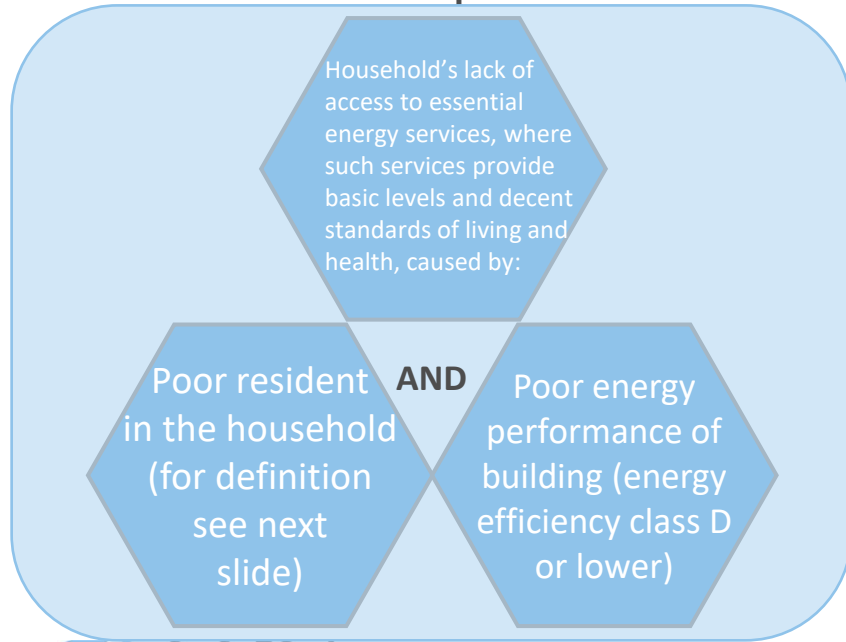


User in energy poverty – natural person, which faces energy poverty in its household

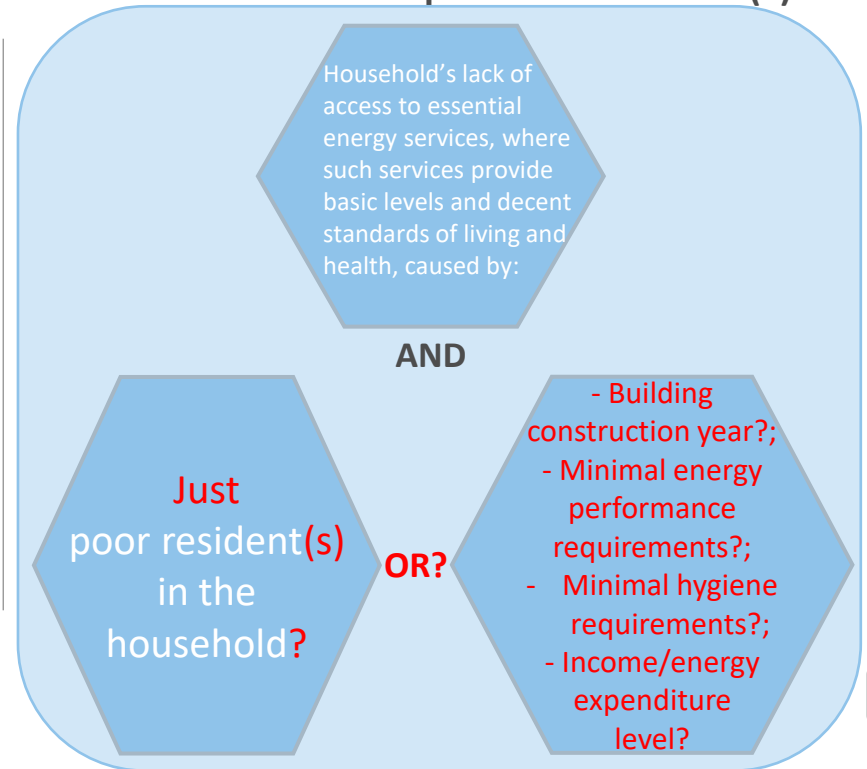
## Elements of energy poverty



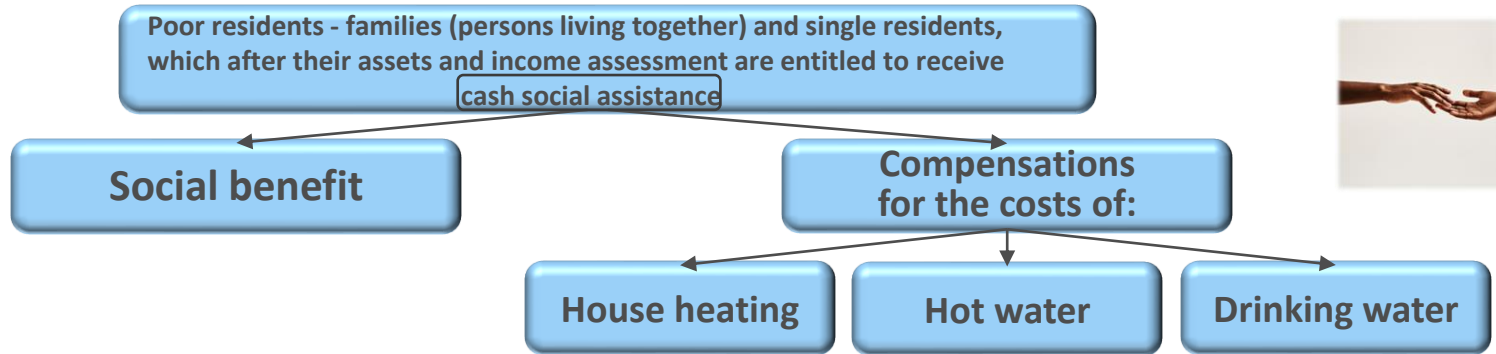
### Definition before the public consultation



### Definition after the public consultation (?)



# DEFINITION OF POOR RESIDENTS - THE LAW ON CASH SOCIAL ASSISTANCE FOR POOR RESIDENTS



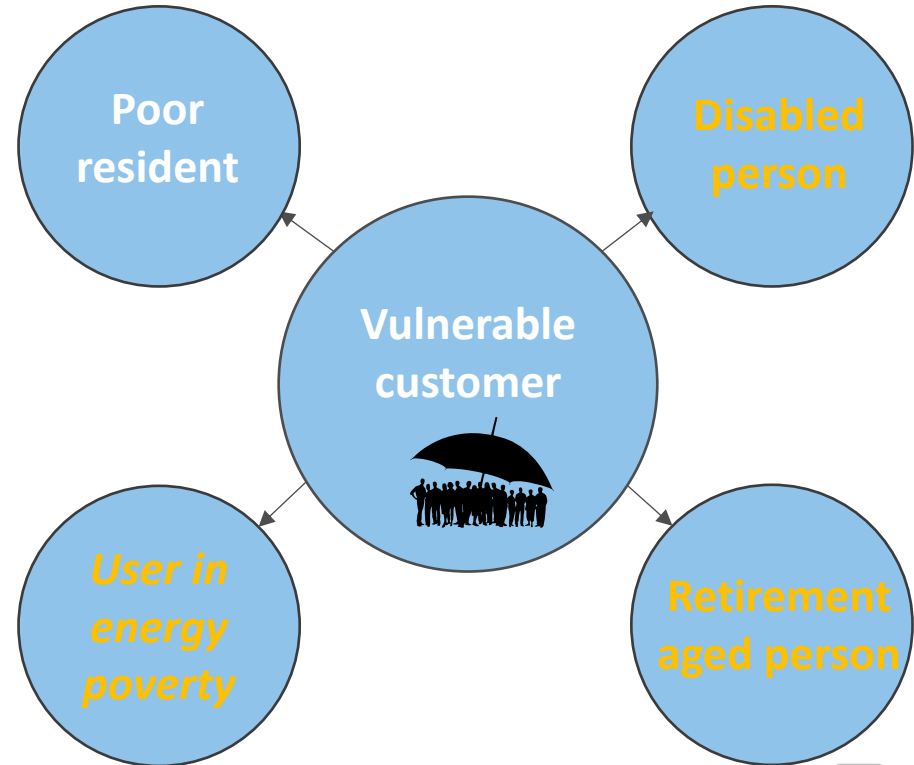
- The income and property/assets (both movable and immovable) level is evaluated for the eligibility of both social benefit and compensations.
- Social benefit is paid to the family (persons living together) or single resident if the value of their property does not exceed the average property value set for their residential area and the monthly income is below the certain specified level.
- Compensations for the costs of house heating, hot and drinking water are paid if:
  - the heating costs for the accommodation exceed 10% of the difference between the received income and the certain threshold of State supported income value;
  - the hot water costs exceeds 5% of income gained by a family (persons living together) or a single resident;
  - the drinking water costs exceeds 2% of income gained by a family (persons living together) or a single resident.
- Also various specific norms/standards are applied for the application/calculation of cash social assistance.

# DEFINITION OF VULNERABLE CUSTOMERS

*Status quo*



Draft legislation transposing directive 2023/1791



**Existing energy efficiency measures, which compensate 100% of costs for the poor residents:**

- **deep renovation of buildings;**
- **renovation and automation of old heat points in multi-apartment buildings (small renovation).**



## IMPLEMENTATION (2)

- Family social support information system is in place (<https://www.spis.lt/> in Lithuanian), in which:
  - the residents may fill up the forms for getting cash social assistance;
  - municipalities enter the record of each recipient of cash social assistance (information is available about each poor resident online in a centralized one-stop shop platform).
  - The Register of Buildings Energy Performance Certificates including search function is publicly available.
- Also the information about the specific public support provided for the implementation of energy efficiency improvement measures and its particular recipients (No. of vulnerable customers) will be available by the authorities administering public support.

*Thank you!*