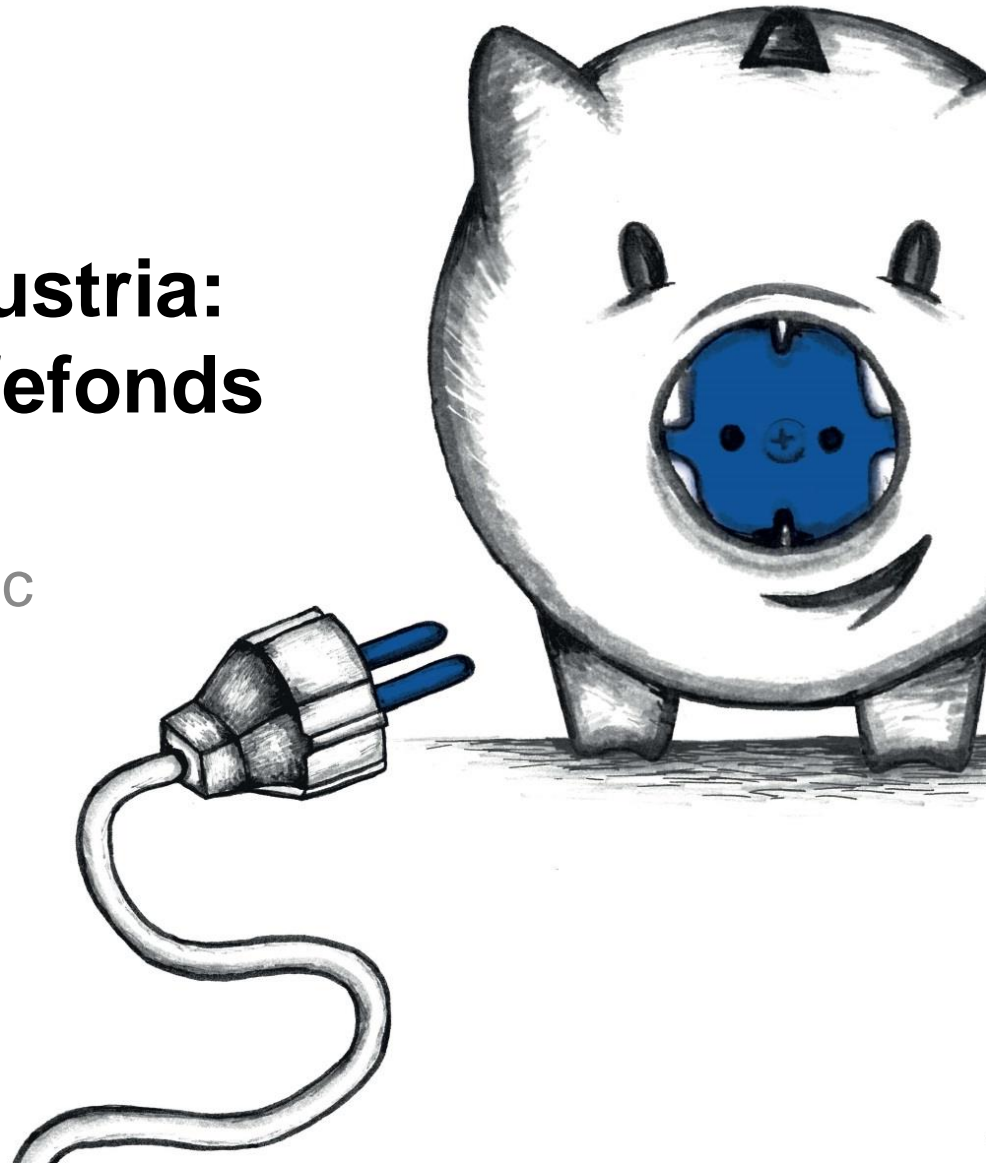


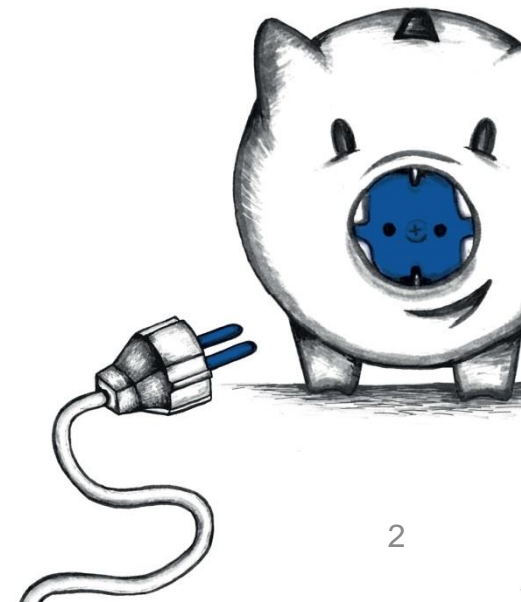
# Energy poverty in Austria: VERBUND-Stromhilfefonds der Caritas

Maria-Elisabeth Bruckl, MSc



A quick overview

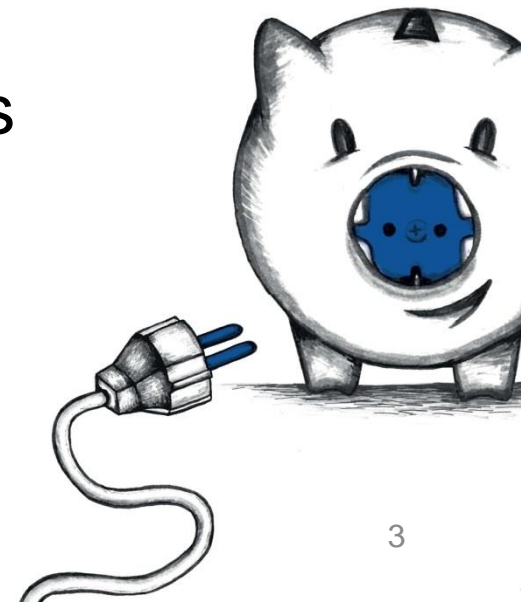
# Caritas Austria



# Caritas Austria

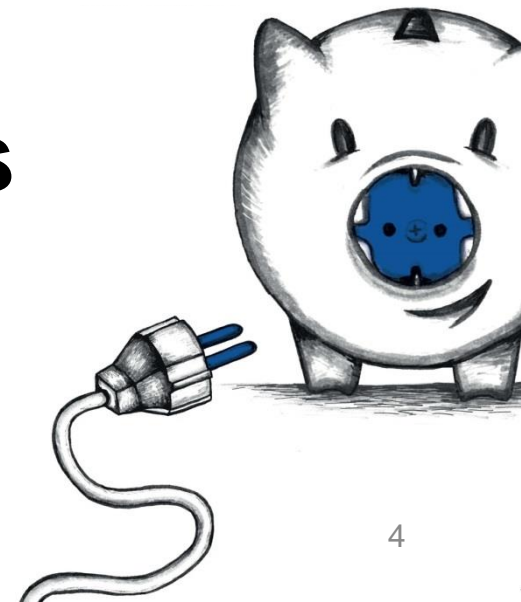
## Numbers and facts

- Caritas Austria is the umbrella organisation for all diocesan Caritas branches in Austria
- Caritas is the second largest NGO in Austria
- aid and information provided in 53 social counselling centers all across Austria
- Supporting about 65.000 people in need per year



Project overview

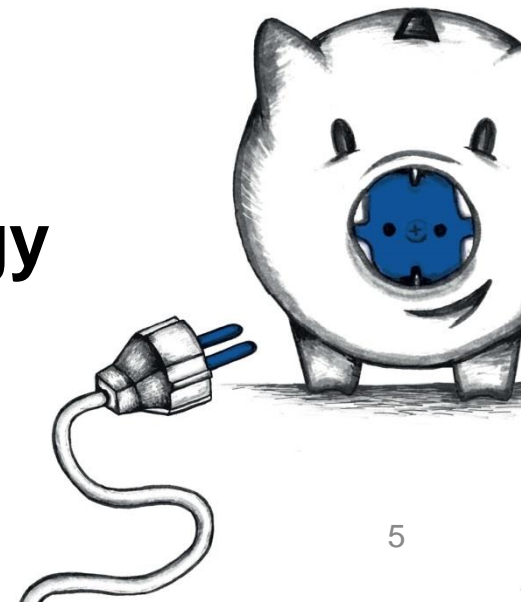
# VERBUND-Stromhilfefonds der Caritas



# VERBUND-Stromhilfefonds der Caritas

## Project overview

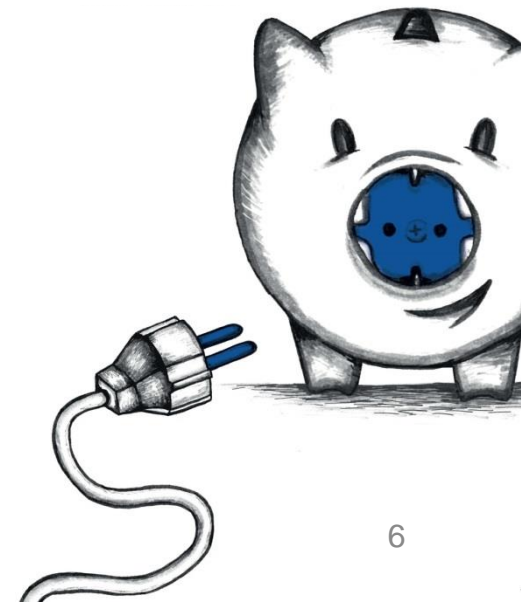
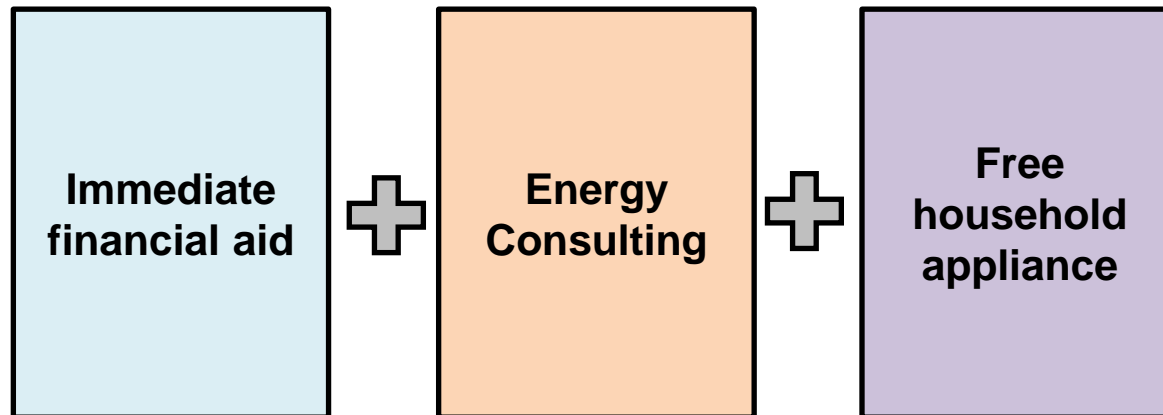
- Cooperation between energy utility VERBUND and Caritas Austria
- Started in November 2009 – 13 years of experience, longest-standing energy poverty project in Austria
- Support is given to energy poor households **regardless of energy provider**



# VERBUND-Stromhilfefonds der Caritas

Project overview

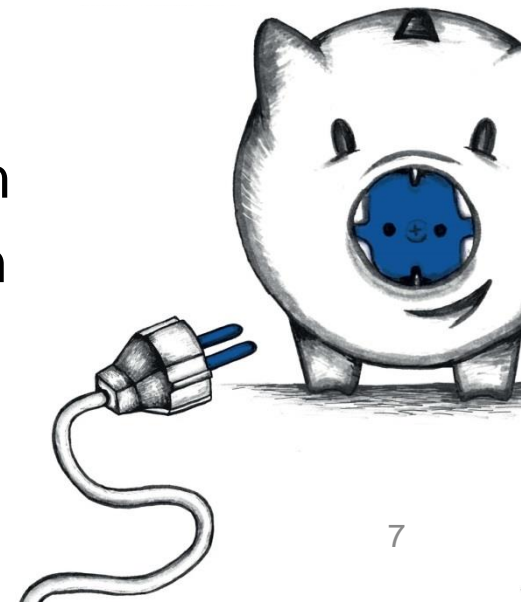
„3 pillars“ of successful support:



# VERBUND-Stromhilfefonds der Caritas

## Project overview

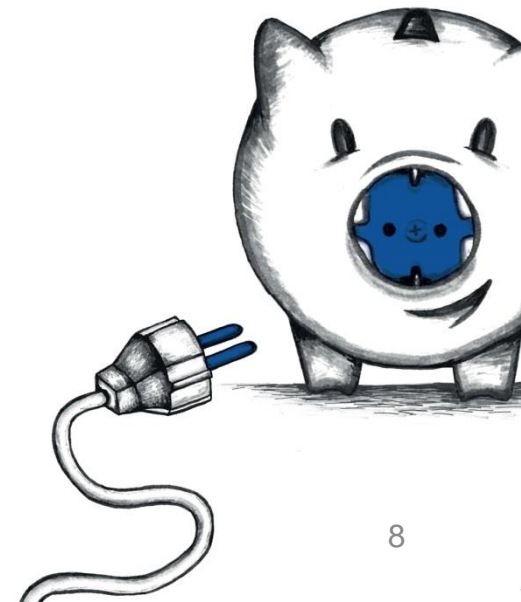
- Participation criteria:
  - Person in need
  - Affected by energy poverty
- Participation duration: 1 year
  - Primary assessment by social worker
  - energy consultancy session at client's home – „made to measure“ information
  - Evaluation energy consultancy session after one year to fine tune measures



# VERBUND-Stromhilfefonds der Caritas

## Project overview

- Data collection of:
    - Personal data
    - Details of housing
    - Details of energy consumption (both electricity and heating)
    - Subjective information from clients
  - Relevant for:
    - Monitoring of effectiveness of the measures
    - Gaining insight into energy poverty in Austria
    - 2 annual reports for sponsor and partners
    - Providing information for decision makers
- Data about energy poverty of the last 13 years

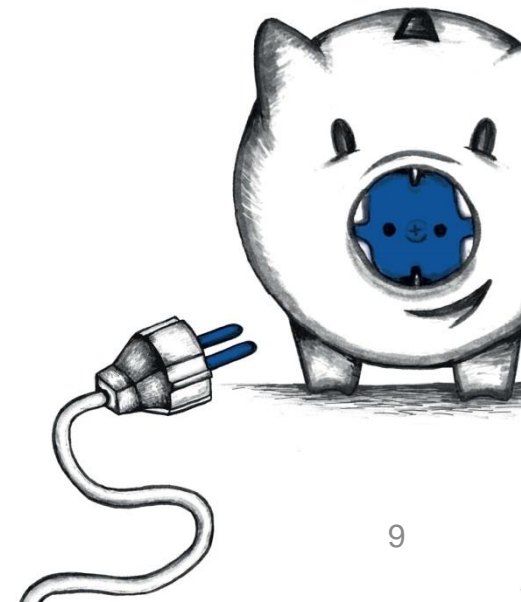




# VERBUND-Stromhilfefonds der Caritas

Project overview

- Engaging the public
  - Interviews for relevant TV segments and news articles
  - customer engagement campaigns with VERBUND
  - Representation at fairs and events
  - Seasonal social media campaigns
  - awards



# VERBUND-Stromhilfefonds der Caritas

Current stats

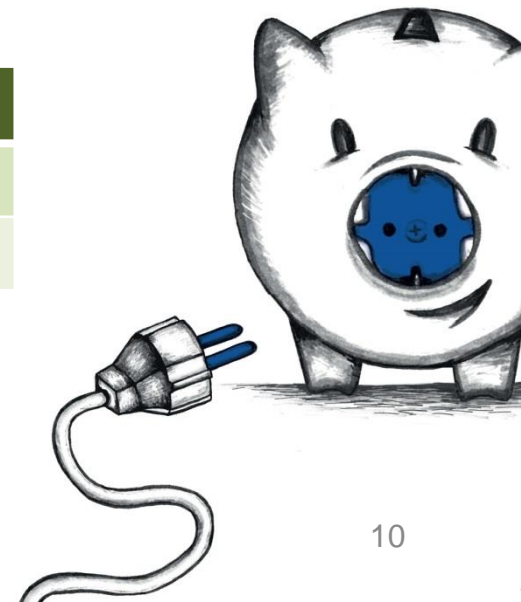
## Offered support 2009 - 2022

Households supported	6.000+
Persons supported	15.500+
Energy consultations	5.000+
Household appliances	3.000+

## Energy savings 2009 - 2022

Energy	approx. 8.200 MWh
CO <sub>2</sub> emissions	approx. 1.200t of CO <sub>2</sub> -Equivalent

Source: VERBUND-Stromhilfefonds der Caritas, Annual report 2021

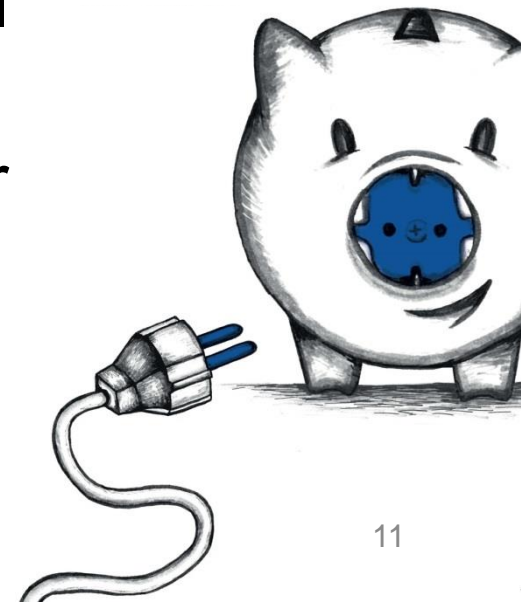


# VERBUND-Stromhilfefonds der Caritas

A success story

## Advocacy successes:

- From 2023-25: €15 million for energy counselling and new household appliances!
- Country-wide support via all local Caritas organisations
- „Energieschirm“: Financial aid for households struggling to pay energy bills



# Thank you for your attention!

**Maria-Elisabeth Bruckl, MSc**

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Team lead Sustainability

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