

Effective engagement of citizens and stakeholders in LHP

Good practice template

Country: Lithuania.

Title: Sharing information and educating online.

Introduction:

The use of Renewable energy sources (RES) and energy efficiency (EE) in consumption, as well as environmental and sustainability issues are of key importance in Lithuania due to independence and the safety of energy supply. Thus, educating society and disseminating information on these issues as well as related EU and national political decisions are of key importance.

Nearly all District Heating (DH) companies in Lithuania have their websites and a lot of information inside is dedicated to their consumers – citizens, housing associations and services maintaining heating installations inside buildings. Some of those companies also have Questions & Answers (Q & A) sections, where stakeholders can send their questions and receive qualified responses.

On planning issues there is information on the websites of respective municipalities.

Besides, there is a lot of websites for elderly citizens, children and other groups of population on energy issues as well.

Stakeholders engaged:

Citizens of all ages including elder, children, residents of multi-apartment buildings, housing associations, service providers, wide public are engaged.

Key participants included citizens of all ages - residents of multi-apartment buildings, housing associations, service providers, sectoral associations all over Lithuania.

Besides, a big volume of information on heating issues for stakeholders is provided by one of the key stakeholders – Lithuanian District Heating Association. This is one of the most interested stakeholders, that takes active role in defining the main keystones and formation of district heating policy in Lithuania.

Context:

Heat Law of the Republic of Lithuania in Article 22 on Information of consumers states the requirement to inform consumers on a number of issues, such as:

1. the services provided, the conditions for the provision of the services, the prices of the services, the prices and conditions for connection to the systems and the envisaged changes to the terms and conditions of the contracts.

2. the established base level of heat production and/or supply income, the fixed part of the base level of heat production and/or supply income, and the variable part of the base level of heat production and/or supply income, as well as the hot water price components.
3. inform consumers, municipal authorities and the Council about the calculated heat and hot water prices by the 25th of the current month.
4. annual financial and operational indicators, operating costs, system operation, modernisation, development, investments of heat and/or hot water suppliers and independent heat producers shall be public, the base level of heat income, the fixed part of the level of heat income and the variable part of the level of heat income, the structure of prices and tariffs, the conditions of provision of services shall be public.
5. the information of the building heating and hot water system maintainer/operator on its revenues, costs, system operation, prices and tariffs, their structure, conditions of service provision, as well as the quarterly and annual financial-balance-sheet indicators, investment amounts, data on investors, number of employees of the building heating and hot water system maintainer/operator shall be made public
6. the information on the energy efficiency of the heat supply system and the percentage of renewable energy in the heat supply systems shall be made publicly available once a year (for the previous calendar year) by 1 May on the website of the heat suppliers, and, if the heat consumers wish, additionally indicated in bills/payment notices provided to consumers.

This makes DH companies, municipalities, energy producers and suppliers provide a lot of information as well as answer arising questions to their consumers and other interested parties.

Besides, a lot of national institutions, such as Ministry of Energy, Lithuanian Energy Agency, Lithuanian District Heating Association, large energy producers and suppliers see their role in educating society in terms of efficient and sustainable consumption, which is one of the goals of the National Energy Strategy.

Methods and tools:

Every DH company has pages on their websites, dedicated to citizens, mainly consumers as well as businesses related to all interesting topics, such as heat supply, hot water supply, small-scale renovation, heat consumption in Your buildings, assessment of heat substations, renovation of substations, heat and hot water prices, hydraulic tests, heat distribution methods, Q&A section. These is also financial situation for possible investors and other information for businesses.

Besides, information for citizens is also provided at the websites and lectures for various groups of citizens, like “The third Age University”, Faculty of Technologies, websites for seniors, Eco websites, and a big number of others.

The largest energy producer Ignitis has initiated the educational program for children and teachers to include energy efficiency issues into schools curricula.

There is also a lot of related information available on the websites of the Ministry of Energy, National Energy Agency, National District Heating Association, etc.

Practice description:

The topics of information are selected according to their importance during the season, ongoing support schemes and actual possibilities for citizens. For users of district heating this may be information on the possibilities and support for renovation of buildings, heat sub-stations, compensations due to growth of prices for low-income residents, etc. There is information on improvement of energy efficiency and possibilities to reduce consumption.

Besides, there is a rather big amount of information on the use of RES and EE in consumption, as well as environmental and sustainability issues.

Information is also available on the changes in legislation related to consumers (e.g. recent increase of VAT for district heating from 9 to 21 %).

The Third Age University had lectures on the topic “Energy Saving and Sustainability”. Education on responsible energy consumption was initiated for Teachers together with methodological information on specific education. Educating children is important as this has also impact on their parents and even grandparents and their energy behaviour and understanding.

Benefits:

- Raising awareness and knowledge about energy sector development, prices, energy consumption and efficiency
- Strengthening social resilience during changes in energy sector and crises
- boosting citizens' confidence

Challenges:

- Only more educated and computer literate part of population make use of provided information
- The citizens are still not organized and mainly negative towards implementing new solutions
- Citizens still more rely on individual and not community solutions.

References and additional sources:

The best practice examples (all information is in Lithuanian):

DH companies,

District Heating Shrouded in Myths – what is worth knowing: [Mitais apipintas centralizuotas šildymas – ką verta žinoti? - AB „Kauno energija“](#)

Efficient Use of Heat: [Efektyvus energijos vartojimas - Alytaus šilumos tinklai](#)

Most frequent Q & A: [Gyventojams > DUK - AB Vilniaus šilumos tinklai](#)

[Klausimai ir atsakymai - Panevėžio energija](#)

[Dažniausiai užduodami klausimai | Klaipėdos energija](#)

Energy efficiency issues: [AB Vilniaus šilumos tinklai](#)

Issued related to district heating sector: Lithuanian DH association:

Etc.

Information for citizens is also provided at the websites and lectures for various groups of citizens, like **“The third Age University”, Faculty of Technologies** ([TECHNOLOGIJŲ FAKULTETAS – kaunastau.lt](#)),



Other websites for seniors:

- How to save heat at home ([Kaip taupyti šilumą namuose - Senjorų svetainė](#)) and
- Heat saving solutions for seniors ([Grindinio šildymo automatika ir vandens šildytuvai – komfortas ir efektyvumas jūsų namuose - Taupymo sprendimai senjorams](#), [Pensininkų pasirinkimai: kodėl plastikiniai langai tampa sprendimu be rūpesčių - Taupymo sprendimai senjorams](#))

Information for children by the largest Energy company „Ignitis“:

Education on responsible energy consumption: [Energijos taupymas: kaip j tai įtraukti vaikus? | Ignitis](#) . The book for the smallest consumers can be downloaded: [Ignitis detektyvai](#)

Education on the use of marine wind energy and project „Curonian Nord”: [Ignitis Renewables](#)



Courses for teachers to start Energy Efficiency education program: [„Ignitis grupės“ inicijuota energetinio efektyvumo švietimo programa plečiasi į visą Lietuvą | Ignitis grupė](#)



Example of the program for 5-graders: [Aprašo PDF peržiūra](#)

Information for wider group of consumers:

Eco voice ([Energijos taupymo priemonės: 3 Patarimai, kaip sumažinti sąnaudas ir saugoti planetą](#)), and a big number of others.

Energy service companies – Heat saving tips: [Mano BŪSTAS pataria: patarimai norintiems taupyti šilumą namuose - YouTube](#)

Ministry of Energy:

Comprehensive Assessment Study of the National Heat and Cooling Potential: [I3bqTAv4ylE.pdf](#)

Statement on the Implementation of the Measures of the End-User Education and Consultation Agreements in 2021: [ŠKP 2021 pažyma \(1\).pdf](#)

Lithuanian Energy Agency

The block information for promotion and dissemination: [EVE skatinimo ir viešinimo darbai - Lietuvos energetikos agentūra](#) or in English: [Public Institution Lithuanian Energy Agency - Lithuanian Energy Agency](#)

Lithuanian DH Association info for population and stakeholders:

Changes in legislation: Changed due to RED [Seimas priėmė atsinaujinančių išteklių plėtrą skatinančius teisės aktus – Lietuvos šilumos tiekėjų asociacija](#) ; changes due to EED [Priimtos pataisos dėl energijos vartojimo efektyvumo – Lietuvos šilumos tiekėjų asociacija](#); Requirement for more energy from RES [Seimas: šilumos gamintojai turės daugiau energijos gaminti iš atsinaujinančių išteklių, atliekų – Lietuvos šilumos tiekėjų asociacija](#); New solutions for cleaner energy sector [Lietuva kartu su Europa ieško](#)

[sprendimų švaresniam energetikos sektoriaus kūrimui – Lietuvos šilumos tiekėjų asociacija](#)

New lightboard on environment pollution situation: [Naujoje švieslentėje – išsamūs ir nuolat atnaujinami duomenys apie aplinkos oro kokybę – Lietuvos šilumos tiekėjų asociacija](#).

Besides, there is big variety of TV and radio programs/