

Effective engagement of citizens and stakeholders in LHP

Good practice template

Country: Lithuania.

Title: Energy consumer education and counseling agreements.

Introduction:

One of the principles for increasing energy efficiency in Lithuania set out in the National Energy Independence Strategy is the principle of active training and education of energy consumers. Since energy consumers can contribute to the goals of increasing energy efficiency by changing their behavior and habits, the training and education of energy consumers is being strengthened.

The purpose of the education and consultation agreements is to educate and consult consumers on energy-saving measures and solutions that change consumer behavior and habits by increasing energy efficiency.

Stakeholders engaged:

The range of suppliers' customers is wide and varied – from domestic consumers to businesses, from a few customers to several hundred thousand. Suppliers supplied energy to the following main groups of customers – domestic and non-domestic (companies, institutions, organizations, etc.). The most widespread activities of the SCE in the heat sector were carried out for domestic consumers, in the electricity sector for private and business customers, and in the natural gas sector for both domestic consumers and business customers.

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

Context:

Publicly announced agreements on the education and consultation of energy consumers are concluded between the Ministry of Energy of the Republic of Lithuania (hereinafter referred to as the Ministry of Energy) and energy supply companies (hereinafter referred to as suppliers) on the education and consultation of end energy consumers (hereinafter referred to as consumers) on increasing energy efficiency (hereinafter referred to as agreements), in accordance with the Law on Energy Efficiency of the Republic of Lithuania No. XII-2702 and the Procedure for Concluding Agreements on the Education and Consultation of Energy Consumers, approved by Order No. 1-221 of the Minister of Energy of the Republic of Lithuania on August 25, 2017 "On the Approval of the Procedure for Concluding Energy Consumer Education and Consultation Agreements" (hereinafter referred to as the Procedure).

Methods and tools:

The Lithuanian Energy Agency has prepared Energy Saving Guidelines to help residents, companies, and public sector institutions learn about the most effective short-term energy saving tips and opportunities to invest in resource-efficient solutions that will ensure energy independence in the future:

[Energijos taupymo gaires-Namu ukiai.pdf](#)

[Energijos taupymo gaires-Pramone paslaugos viesasis sektorius1.pdf](#)

The following methods can be applied:

- Publication of information on a company website;
- Publication of information in the press or in publications, or publication of information on television or radio programs;
- Provision of comparative analysis of consumer groups together with energy saving advice in print or electronic (digital) form;
- Consultations at the consumer's premises;
- Consultations by e-mail, online or by telephone upon receipt of a consumer's request;
- Publicity event covering energy efficiency improvement;
- Training on the efficient operation of heating systems;
- Training on the efficient operation of heat distribution points;
- Loan of energy meters or other measuring equipment.

Guidelines for education and consulting were elaborated by Lithuanian Energy Agency: [SKP gairės.pdf](#)

The Lithuanian Energy Agency has developed a mobile application called ManoCO₂, which allows users to track their energy consumption and greenhouse gas (GHG) emissions with minimal effort. The amount is calculated based on the user's movements in the city, longer trips, energy use at home, shopping habits, and diet. The user is provided with useful tips on efficient energy consumption and reducing GHG emissions. Users can track their GHG reduction achievements and see a graphical representation of their GHG emissions for a single day, week, or entire period, as well as the proportion of their energy consumption that comes from renewable energy sources.

[Pradinis puslapis - LEA - energijos taupymo patarimai](#)

The Lithuanian Energy Agency operates an Energy Saving Advice Line. Residents who wish to consult on energy saving issues can call +370 5 230 3312 or write to taupymo.linija@ena.lt.

The purpose of the Energy Saving Advice Line is to inform residents about ways to save energy that can be applied in the home by changing behavior or making minor renovations, and to help direct efforts in the right direction to save energy and reduce costs. During the conversation, the consultant will find out and, together with the caller, try to find suitable solutions for using energy more efficiently without compromising on comfort at home. The agency provides consultations free of charge. The resident pays for the call according to their telephone operator's plan rates, as for a regular call to the Telia network.

Practice description:

One of such events was seminar arranged by Alytus District Heating company. On October 4, 2025, UAB Alytaus šilumos tinklai invited the chairpersons of apartment building communities, administrators, and heating and hot water system maintenance specialists to a seminar on building heating and efficient system maintenance.

The event was attended by speakers from the Lithuanian Energy Institute and the world-leading technology company Danfoss, who shared their experience and insights on solutions for modernizing heat distribution points and hot water systems.

The seminar featured presentations on smart heat point controllers and remote control and monitoring technologies, as well as discussions on the selection and proper operation of hot water heat exchangers. The possibilities for modernizing heating systems were also reviewed and various technical solutions were discussed, assessing their advantages and effectiveness.

A representative of the Lithuanian Energy Institute presented data and calculations revealing changes in energy consumption in buildings before and after renovation. Projects that have already been implemented were discussed, the most common mistakes were highlighted, and ways to avoid them in the future were presented.

Representatives of UAB Alytaus šilumos tinklai reminded the audience of simple, everyday energy-saving solutions that can be implemented by both residents and system operators. They also demonstrated specific examples of changes in energy consumption in buildings in the city of Alytus where remote control and monitoring systems have been installed.

The seminar also featured the most modern heating system in the city of Alytus, which was installed by UAB Alytaus šilumos tinklai in cooperation with Danfoss. Based on the size of the facility, it is the largest system of its kind in the Baltic States. It allows the temperature of each room to be regulated remotely and individually, ensuring maximum comfort and energy efficiency.

The participants actively asked questions, which the speakers answered based on both scientific research and practical experience.

The seminar was an excellent opportunity to share knowledge, discuss current issues related to heating systems, and seek new solutions to help the city of Alytus keep pace with the most advanced energy technologies.

Benefits:

- Raising awareness on available installations improving energy efficiency in buildings;
- Strengthening social knowledge on actions of consumers forming their energy efficient behaviour
- boosting citizens' confidence

Challenges:

- Only more educated and computer literate part of population are really interested in provided information;
- Citizens still have distrust in offered measures and are not eager to change their behaviour;
- The citizens are still not organized and mainly negative towards implementing new solutions;
- Energy providers often make mistakes, which make education and consulting not effective enough. The list of most often mistakes was presented by Lithuanian Energy Agency below.

Dažniausiai pasitaikančios klaidos įgyvendinant susitarimus

PATARIMAI INTERNETE



- Pateikiamos tik nuorodos, kur galima rasti daugiau informacijos
- Skelbiama informacija apie kitas švietimo ir konsultavimo priemones

PATARIMAI SPAUDOJE



- Pateikiama neaktuali, nenaudinga ir neišsami informacija
- Nepagrįstas priemonės įgyvendinimo faktas

PALYGINAMOJI ANALIZĖ



- Palyginamoji analizė teikiama be energijos taupymo patarimų
- Pateikiama netinkamu būdu

VIEŠINIMO RENGINYS



- Nepateiktas renginio aprašymas
- Nepateikta renginio metu pristatytos informacijos apžvalga / santrauka
- Nenurodytas renginio dalyvių skaičius, tipas

KONSULTACIJOS NUOTOLINIŲ BŪDU



- Nefiksuojamas konsultacijos faktas
- Konsultuojama ne energijos vartojimo efektyvumo klausimais (pvz. finansiniais)
- Nepateikta konsultacijų informacija / santrauka

KONSULTACIJOS ATVYKUS PAS VARTOTOJĄ



- Nėvykstama pas vartotoją
- Nepateiktas konsultuotų asmenų sąrašas
- Nenurodoma, kas vykdė konsultacijas
- Pateikiama bendro pobūdžio informacija

MATAVIMO ĮRANGOS SKOLINIMAS



- Energijos vartotojams trūksta informacijos apie priemonės prieinamumą, jos naudą

MOKYMAI



- Mokymai skirti ne galutiniams vartotojams
- Nepateikiama mokymo medžiagos santrauka
- Nepateikti dalyvių sąrašai

Most often made mistakes and suggestions on education and consulting: internet; on-line; media; consulting on site; comparative analysis; loan of energy meters; dissemination events and training.

References and additional sources:

The mission of Alytaus šilumos tinklai encompasses not only the provision of high-quality heat and hot water to residents and organizations, but also the education of heat consumers on the efficient use of energy. In September 2019, the company signed an agreement with the Ministry of Energy of the Republic of Lithuania and committed to carrying out this activity in various forms and by various means.

Education and consultation measures implemented:

Short movies on energy efficiency on company website (in Lithuanian)

[Efektyvus energijos vartojimas - Alytaus šilumos tinklai](#)

[Laidų ciklas "Gyvenk taupiau" - 1 dalis](#) (general)

[Gyvenk taupiau: šilumos punktai](#) (sub-stations)

[Gyvenk taupiau: būstų renovacija](#) (renovation of buildings)

[Gyvenk taupiau: būstų renovacija \(2\)](#) (renovation of buildings 2)

[Gyvenk taupiau: balansiniai ventiliai](#) (balance valves)

[Gyvenk taupiau \(6 dalis\)](#) (heating terms)

[Gyvenk taupiau 2020 12 18](#) (renovation in Alytus)

[Gyvenk taupiau 2020 12 28](#) (renovation process)

Information and program of the seminar, which took place in Alytus (in Lithuanian):

[Seminaras vartotojų švietimas šiluminės energijos taupymo klausimais](#) (2021)

Seminar (2025).



[NEMOKAMAS SEMINARAS: EFEKTYVUS ŠILDYMO SISTEMŲ IR ŠILUMOS PUNKTŲ EKSPLOATAVIMAS - Alytaus šilumos tinklai](#)

[UAB „Alytaus šilumos tinklai“ subūrė bendrijų pirmininkus ir prižiūrėtojus į seminarą apie efektyvų šildymo ir karšto vandens sistemų valdymą - Alytaus šilumos tinklai](#)