

2017

Report
2017

ecóserveis

Report 2017

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*Leading reference
in energy culture*



Ecoserveis Association

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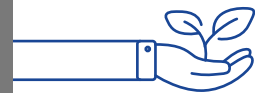
www.ecoserveis.net

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twitter.com/Ecoserveis





INTRODUCTION



About us

Ecoserveis is a strategy and innovation consultant specialised on energy. We have been working since 1992 in order to approach the energy to the consumer, promoting a fair and sustainable energy model. We identify society's energy needs, provide solutions and build bridges between citizens and technology, market, research and innovation.

Ecoserveis is registered under the number 13.358 at the Register of Entities of the Catalan Regional Government.



What do we do?

We **train, give advice** and **offer solutions** to professionals, administrations, companies, entities and citizens in the fields of renewable energy, energy efficiency and energy rights.

We carry out **community enhancement** actions that mobilize social groups to spread a social change based on the efficient and shared use of renewable energy resources.

We **participate in projects financed by the European Union** within its renewable energies and environment calls, and **we work in close collaboration** with local, national and European entities and organizations.



Our vision of the future

To consolidate our position as leading organization in the energy culture field and as reference in innovative energy solutions for the whole society.



Our added value

We provide **rigor** as experts in energy and **social commitment** through our long-lasting bond with the third sector.

We promote individual and collective empowerment in energy through **innovation** and **social transformation**.

We work at **European, national** and **local** level to generate a **great impact** on small and large scale.

We are members and follow the principles of the *Xarxa d'Economia Solidària* (Solidarity Economy Network): equity, work, environmental sustainability, cooperation, non-profit economic model and commitment to the environment.

We work as a whole with entities from different sectors in order to develop **innovative** projects.



Communication channels

Web visits: **133.774**
56.619 [2016]

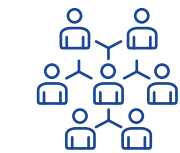
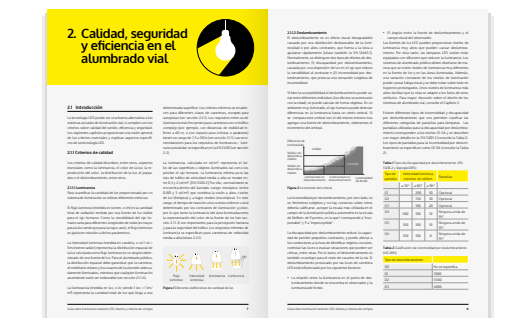
Blog posts: **11**
15 [2016]

Followers in Twitter: **2.975**
2.515 [2016]

Followers in Facebook: **1.322**
1.203 [2016]

Media impacts: **70**
70 [2016]

Publications: **6**
3 [2016]



Internal organisation

6 partners (4 worker - partners)
• • • • •

12 non-partner employees
○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○





PROJECTS AND ACTIVITIES

Our focus in 2017

→ Energy poverty
24 projects /// 20 [2016]

→ Renewable energies
10 projects /// 7 [2016]

→ Energy efficiency
11 projects /// 13 [2016]



Our activities



Research and innovation

Definition, edition and dissemination of specialized publications, feasibility studies of measures and performance, participation in experimental projects for the development and implantation of technologies, execution of pilot tests.

Thematic areas: renewable energies, efficient use of energy, energy poverty, lighting, financing.



Specialized training

Seminars and courses for professionals, master and postgraduate tutoring, workshops and seminars.

Thematic areas: energy poverty, solar thermal energy, photovoltaic solar energy, lighting and environment.



Dissemination

Organization of conferences, coordination and technical advising for awareness-raising events, design and implementation of educational resources and communication campaigns; design, organization and execution of workshops and talks.

Aimed at: citizens, organizations, schools and institutes, specialized professionals, social agents.



Technical and social consulting

Design of strategic plans and funding models identification and accompaniment to social professionals on energy poverty, support in the energy management of residents and organizations, energy diagnosis and recommendations for use and contracting.

Aimed at: vulnerable users, neighbourhood communities, organizations, technicians, researchers and administrations.



Community enhancement

Promotion of a network of volunteers against energy poverty, promotion of mutual support initiatives.

Aimed at: vulnerable users, neighbourhood communities, organizations.



Interventions

Adaptation of supply contracts according to the needs of vulnerable users, installation of material to reduce bills and improve comfort, service-learning.

Aimed at: vulnerable users, neighbourhood communities and organizations.



Key actions 1/3

Analysis of the renewable energies' potential in rural areas

Evaluation of the renewable energies' potential in the area of Palou (close to Granollers) and integration study of various initiatives and approaches to exploit its potential and develop business models in this area.

Publishing of the book of the 1st Catalan Congress on Energy Poverty

Coordination of the joint publication "*Pobresa Energètica a Catalunya: reptes i dilemes*" (Energy Poverty in Catalonia: Challenges and Dilemma), issued from the 1st Catalan Congress on Energy Poverty.

Energy interventions in several in different municipalities in the provinces of Barcelona and Girona

Evaluation of the use of energy and application of low-cost measures to improve thermal comfort at home and to reduce invoice amounts.

Support - consultancy in the preparation of proposals for European energy projects

Consultancy in Barcelona Provincial Council for the preparation of proposals to present to European energy calls.



Political incidence

Preparation and publishing of a reference document aimed to public administrations on the subject of energy poverty: *Mesures de protecció a la persona consumidora vulnerable d'energia*" (*Protective measures to vulnerable energy consumers*).

Specialized training for professionals in the social, health, consumer and building sectors

Training courses on energy rehabilitation, diagnosis and management of energy poverty, training of energy agents.

Barcelona's Energy-Advice Points

Co-coordination of Barcelona's City Council Energy-advice points (PAE, in Catalan).



Key actions 2/3



Coordination of the energy education program: *Carrega't d'energia*

Programming and development of workshops on energy efficiency, renewable energies and rights of energy users in several neighbourhoods of Barcelona.

Coordination of volunteer programs

Energy Volunteer Program in Barcelona, corporate project along with employees of Spanish power group Endesa to take action against energy poverty. Fuel Poverty Group, a group of volunteers against energy poverty in Catalonia, Sevilla and Madrid.



Energy management, tariff advice to neighbourhood communities, entities and companies

Advice and application of measures to reduce energy expenses in residential buildings and office spaces.

Sustainable Energy Forum

Dissemination meeting about energy saving strategies and actions in the business sector.

Teaching activities: Coordination of courses at IUSC, UOC, IL3, CEET, AGIC and UAB

On different topics (lighting, energy management, diagnosis of energy poverty) aimed at master students and specialized professionals.

Key actions 3/3

New image

The anniversary of the association provided a framework to present our new corporate image.



Ecoserveis: 25 years of energy culture

In 2017 we celebrated our first quarter-century. We took this opportunity to meet again people and entities which had accompanied us throughout our history. The meeting was the perfect framework to present our new corporate image.





RELATIONAL NETWORK



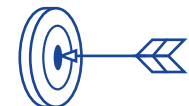
We have carried out projects with

Third sector entities at European,
national and local level

National and international
public bodies

Universities and research
institutes

Companies



For...

Public administrations

Companies

Universities

Third sector
organisations



Addressed to...

Citizens

Communities of neighbours

Technical and professional staff

Vulnerable households



In...

228 municipalities in
Catalonia and Spain

What have we done?

Community enhancement

Technical and social consulting

Dissemination

Specialized training

Research and innovation

Interventions

Guidance to energetic users



Where have we worked in 2017?



ASSIST
Belgium
Finland
Italy
Poland
Spain
United Kingdom



PremiumLight Pro
Austria
Czech Republic
Denmark
Germany
Italy
Portugal
Spain
United Kingdom



Enerinvest
Spain



MeteoRenovables
Spain



TESSe2b
Austria
Cyprus
Germany
Greece
Poland
Portugal
Spain
United Kingdom



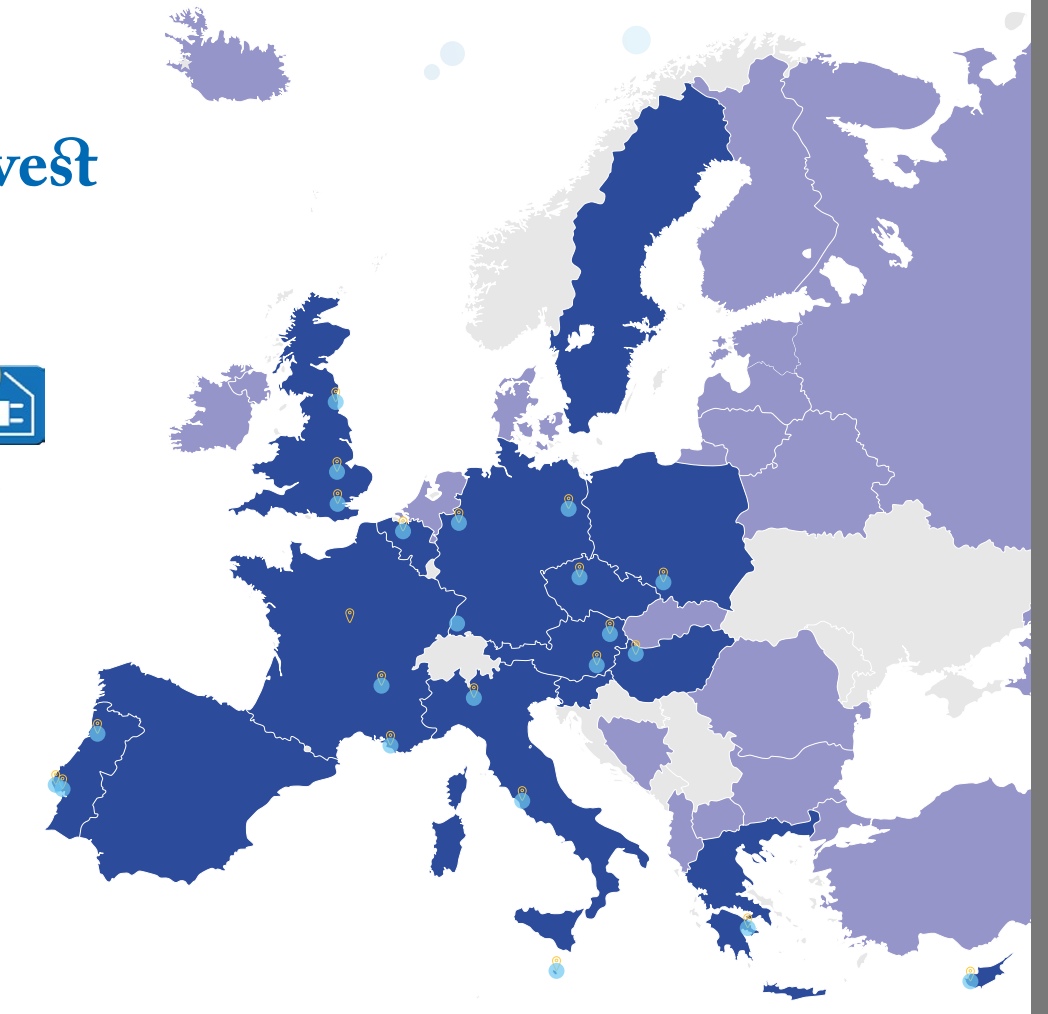
Red EKOenergy

Albània
Alemanya
Algèria (*)
Bèlgica
Bielorússia
Bòsnia i Hercegovina (*)
Bulgària
Camerun (*)
Eslovàquia
Espanya
Estònia
Finlàndia
França
Geòrgia (*)
Grècia
Hongria
Índia (*)

Irlanda
Islàndia (*)
Itàlia
Kosovo (*)
Letònia
Lituània
Macedònia (*)
Països Baixos
Portugal
Regne Unit
República Txeca
Romania
Rússia (*)
Taiwan (*)
Turquia (*)
Xipre



SmartUp
Italy
France
Malta
Spain
United Kingdom

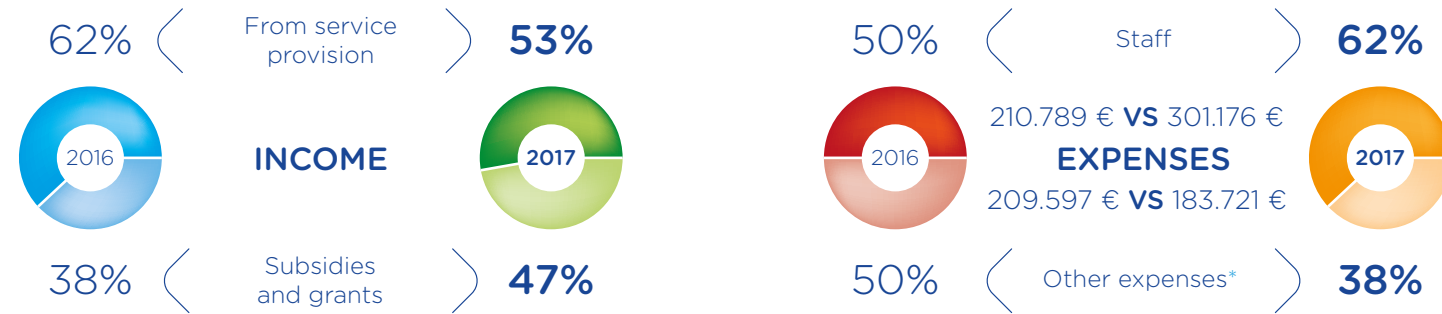


Dark blue dot: Direct participation
in European projects

Light blue dot: Network
participation

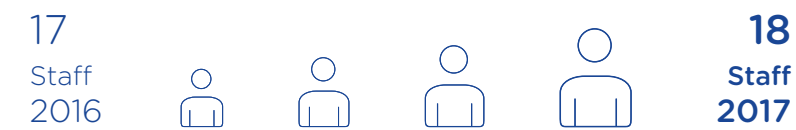
(*) Countries outside
the EU

Revenues vs. Expenses

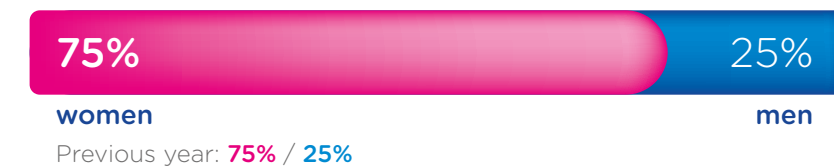


* Local maintenance, material, travel, communication, diets, external professionals...

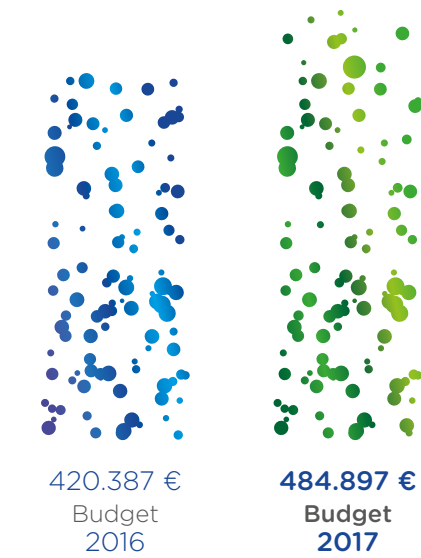
Growth in staff



Percentage indicator of positions of responsibility on the total number of the members of the organisation



Budget comparison



OUR ECOLOGICAL FOOTPRINT



Efficient IT management: sustainable procurement criteria and efficient use of equipment.



This is how we travel, by order of priority: on foot, by bike, on public transport, in electric vehicles (car, motorcycle and bike), in combustion vehicles (motorcycle and car).



We monitor our energy use.



We have made actions to improve energy efficiency, among which the renovation of the whole lighting system of the office with LED technology stands out.



100% renewable energy supply.



CHALLENGES FOR 2018

Maintain and consolidate labour conciliation measures to the employees of the entity, such as flexible working hours both at home and the office, in order to conciliate in-person duties at the office with personal obligations.

Consolidate the consensus decision-making in areas such as regular meetings, and improve the flow of information of projects developed among the team members.

Increase the number of the exchange of goods and services with entities and companies from the social and solidarity economy.



- =

No changes
- ↗

Growing
- ↘

Decreasing
- ➔

No previous value

43 ↗

Developed projects

2016 ➔ 43

2017 ➔ 45

7 ↘

International projects

2016 ➔ 8

2017 ➔ 7

3.285 ↗

Participants in dissemination activities

2016 ➔ 1.644

2017 ➔ 3.285

234 ↗

Advised companies

2016 ➔ 32

2017 ➔ 234

228 ↗

Municipalities where we have acted

2016 ➔ 91

2017 ➔ 228

14 =

Political advocacy groups where we participate

Network and organisations

2016 ➔ 14

2017 ➔ 14

10.222 ↗

Energy poverty

Number of attended users in risk of social exclusion

2016 ➔ 4.994

2017 ➔ 10.222

2.232 ↘

Energy efficiency

Energy interventions

2016 ➔ 310

2017 ➔ 2.232

60 =

Energy efficiency

Monitored households

2016 ➔ 60

2017 ➔ 60

804 ↗

Renewable energies

Trained technicians and professional

2016 ➔ 433

2017 ➔ 804

↗

Our bond with social and solidarity-based economy

Suppliers from the social and solidarity-based economy

2016 ➔ 10%

2017 ➔ 9%

Procurement of goods and services to suppliers of the social and solidarity based-economy

2016 ➔ 14%

2017 ➔ 5%

Sales of goods and services to the social and solidarity-based economy

2016 ➔ 59%

2017 ➔ 2%

Membership



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