



## Resolution

Prepared by Participants of the  
"Energy saving and energy efficiency for consumers" Conference  
within the scope of the project "*Ushubo II: Be warm Kyrgyzstan!*"

March 15, 2016

"Evropa" Hotel, Bishkek

Participants of the conference "**Energy saving and energy efficiency for Consumers**", which consisted of state representatives from the Kyrgyz government and other ministerial agencies, power supply companies, civil society organizations, members from the energy consumer advocate networks (CEAs), local government authorities, and representatives from international financial institutions and the local media, considered the following points:

- The nationwide information campaign "*Ushubo II: Be warm, Kyrgyzstan!*" which was implemented by Unison Group in the winters of 2014/15 and 2015/16 and which included more than 400 000 citizens, is received a successful and fruitful experience for Kyrgyzstan.
- Energy efficiency approaches need to be more holistic and take into consideration not only physical energy losses (through walls, roofs and windows) but also behavioral aspects, such as habits and household budgeting.
- Campaigns such as *Ushubo II* produce tangible benefits for a large part of the Kyrgyz population: They reach out to more than 80,000 people; lead to increased family budget savings (amounting to around 500,000 Soms in total each year); reduce energy demand (amounting to 421,297 kWh each year); and protect the rights of local energy consumers.
- Direct communication with the public, for instance by means of joint activities at the national level, are an effective tool in the Kyrgyz context.
- The current energy situation in Kyrgyzstan in Central Asia requires immediate response and requires a greater push for energy-saving technologies which could significantly contribute to the energy sector development and energy security.

Based on these considerations, discussed the following issues to further improve the joint action on energy efficiency and energy conservation in Kyrgyzstan:

- **Experience and activities carried out by Unison Group during the *Ushubo II* campaign:** public lectures in more than 1,000 localities; pilot projects with thermal insulation of three building, training and business development on widespread technologies and basic devices to retain heat and (such as thermos-tuyunchoks or candle heaters);

- Opportunities and the timely development of the new energy consumer portal <http://energy.unison.kg/>, which was developed for Kyrgyz consumers and which provides comprehensive information on the five areas of energy supply and use and fuel supply and electricity quality
- **CEAs/ZPPE:** Participants discussed the experience of protecting energy consumer rights through CEAs who have been operating since 2010 and mediate between the government, the energy supply companies and local communities. This approach is perceived as being effective in eliminating grassroots corruption and improving the population's understanding and participation in socially important decisions in the energy sector, supporting 7,000 households across the country to receive altogether more than 9 million Kyrgyz Som from unjustified fines and penalties.
- **Quality Service Centers:** Participants shared their experiences and existing practices of quality service centers in energy distribution companies. This has had a positive effect on the energy companies and has helped them to deal with complaints and clarifying the issues of consumers on-site.
- **Conventional fuels:** Participants discussed fuel supply problems, the existence of coal burning ovens in state and public buildings, installation of coal-based heating stoves in both private and public buildings, awareness on technical specifics of coal use and the general need to spread more information and awareness about this issue.
- **Project impact:** Together with the results of awareness raising, more around 270 families of the village of Avletim of Ak-Suu district of the Djalal- Abad oblast now receive access to quality electricity supply.

Based on these considerations and discussions, the participants agreed on the following:

#### **Recommendations for the Government of the Kyrgyz Republic:**

- **Include the energy saving and energy efficiency issues** into the developing draft of the Decree of the Government of the Kyrgyz Republic on improving the procedures for the preparation for the autumn-winter period (AWP) with obligatory focus on the population segment and all its needs on energy consumption from the point of view single system;
- Consider a joint **coordination among all stakeholders on issues such as energy saving and energy efficiency** through the creation of dialogue platforms that allow for the inclusion of various stakeholders (instead of limiting it to government staffs responsible for preparation for the autumn-winter period (AWP)). This dialogue platform should be in compliance with the objectives set forth in the "Programme of the Government of the Kyrgyz Republic on energy conservation and planning policy energy efficiency in the Kyrgyz Republic for 2015-2017 years"
- **Provide education and training programs for energy efficiency and conservation specialists** (such as master fitters, foremen, etc.), and offer them opportunities to improve their cooperation with end users, via the authorities of the Ministry of Education and Science of the Kyrgyz Republic,
- Provide support to local authorities on implementation of the demonstration and existing **energy efficient projects at the level of the budget and public buildings;**
- Examine the experience of financing energy efficiency measures in public buildings and homes, and create a **revolving fund in Kyrgyzstan involving all parties** (private investment, energy companies and energy service companies, etc.) With the use of

existing (successful and unsuccessful) investment experience and piloting of such initiatives;

- Strengthen and expand awareness and knowledge of the population by:
  - a. Introducing clear, simple, broad and permanent information / training campaigns, especially in remote, rural areas,
  - b. **review mechanism for public information through local governments**, excluding the presence of "regular" participants of the events and selective collection of the population, and
  - c. use popular media channels such as radio, television, web portals, to **provide specific and locally adapted recommendations, and designate specially-allotted time for public awareness raising**
- Support initiatives to attract and implement investments in the private housing sector for energy conservation and efficiency and to overcome barriers such as high cost of renewable technology and lack of financing access by the population,
- Promote best practices such as "Kyrgyz Sustainable Energy Financing Facility (KyrSEFF)" which has provided efficient scheme of credit line with grant support from EU worth 20 million USD for energy efficiency measures in 600 projects achieving 103 000 MWh/year of energy savings in total
- Provide assistance and support to initiatives that aim to develop and promote the available information sources (specialized web portals, software, mobile applications, video channels, systematic videos, etc.) to promote energy conservation and efficiency (and related matters);
- To support initiatives that raise awareness and facilitate knowledge transfer on energy efficiency and energy saving by means of direct dialogue.

### **Recommendations for the electricity companies:**

- Consider the experience of CCA activities in the distribution companies and:
  - a. clearly identify the authority and delineate the public helpdesk, press office, and customer service quality supervisory commission;
  - b. clearly define the term of "electricity quality" and "quality of service", and make adjustments to the regulations;
  - c. issue indicators and customer service criteria, such as time, address, as well as quantitative (decided and clarified questions) and qualitative reports (on the quality of electricity and quality of service) on the centers of quality of supply in the field of public relations;
- review the structure and clearly define the status of the distribution centers in terms of service quality and accountability to enhance the independence of their decisions<sup>1</sup>.
- Inform energy consumers in a timely manner about planned power outages, duration of electricity supply interruption, ongoing repair and maintenance work, and general progress.
- Introduce a designated department within the JSC National Energy Holding Company, with the following tasks:
  - a. fill information void concerning responsibility and energy end-consumer rights by preparing specialized information and issue statements;
  - b. communicate with the population and the operational solution of addresses from consumers;

---

<sup>1</sup> Transparency and accountability in the electricity industry: a collection of analytical materials // Under edition N.Abdyrasulova, Public Foundation "Unison" - B.: 2012 - 165 s, 23-31 s..

- Promote public awareness initiatives, providing specific tools and data in the area of competence for the end users, using all available media and existing sites (<http://energy.unison.kg/> portal for consumers),

#### **Recommendations for the civil society organizations:**

- Take regular active participation in decision-making during the discussion of preparation for AWP , and monitoring of its passage,
- Consider the use of efficient tools of the mechanisms such as the information campaign "Be warm, Kyrgyzstan" and apply these to related issues of energy saving and fuel supply, adapting them to the audience and local circumstances.

#### **Recommendations for the media:**

- Collaborate with civil society organizations for the timely and free of cost provision of information to energy consumers, taking into account the necessity and urgency of locally adapted guidelines for the population (as set out in the portal for consumers).

Participants of the conference have entrusted the distribution of the resolution to the conference organizers Unison Group.

*Unison Group - is an umbrella organization, established in 2002 with a thematic focus on sustainability and energy issues. Unison works at the level of policymaking, analytical research and practical activities at national, regional and local level. Unison Group promotes a sustainable development of Kyrgyzstan through knowledge transfer and innovative approaches in protecting nature, facilitating a green economy, increasing human capital, and strengthening a constructive dialogue between the government, society and business.*