

ITS Regional Workshop to Disseminate SEIC Experience from Georgia and Moldova (RWP.103)

Chisinau, Moldova, 14-15 April 2016



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Abbreviations

AEE	Agency for Energy Efficiency of Moldova
AEER	Alliance for Energy Efficiency and Renewables
EE	Energy efficiency
ITS	INOGATE Technical Secretariat
NGO	Non-Governmental Organisation
PC	Partner Country
RES	Renewable energy sources
RWP	Regional Work Plan
SE	Sustainable Energy
SEIC	Sustainable Energy Information Centre

1. PART 1 – EUROPEAN COMMISSION

1.1. Background

Assignment Title:	ITS Regional Workshop to Disseminate SEIC Experience from Georgia and Moldova (RWP.103)
Country and Dates:	Chisinau, Moldova, 14-15 April 2016
Beneficiary Organisation:	<p>Armenia: R2E2 Fund; Ministry of Energy and Natural Resources of the Republic;</p> <p>Azerbaijan: Ministry of Economy, Energy Efficiency, Alternative and Renewable Energy Sources Department;</p> <p>Georgia: Ministry of Energy; Tbilisi City Hall;</p> <p>Moldova: Agency for Energy Efficiency Agency, Alliance for Energy Efficiency & Renewables;</p> <p>Ukraine: State Agency on Energy Efficiency;</p> <p>Belarus: Energy Efficiency Department, State Committee on Standardization of the Republic of Belarus.</p>
Beneficiary Organisation - key contact persons – name and e-mail address	Names and e-mails of the 23 participants of the event are provided in Annex 1 of this report
Deliverables Produced	Final report and workshop presentations
Expert Team Members	Xavier Dubuisson, Ruslan Suguriu, Wolfgang Lutz, Oleksandr Antonenko, Irakli Vardigoreli

1.2. Essence of the Activity

The Regional Workshop to Disseminate SEIC Experience from Georgia and Moldova (RWP.103) took place in Chisinau, Moldova, on April 14-15, 2016. The event became a logical step of ITS cooperation with Georgia and Moldova on the creation of Sustainable Energy Information Centres (SEICs) and coincided with the official opening of the SEIC in Chisinau. The event aimed at sharing the experience gained during the establishment of SEICs in partner countries (PCs) that had expressed an interest in cooperating with INOGATE on the improvement of awareness raising in Sustainable Energy (SE). Representatives of Armenia, Azerbaijan, Belarus, Ukraine and of course Moldova and Georgia attended the workshop.

The workshop also complemented another ITS capacity building activity RWP.07 “Combined Event on Energy Awareness” organised by ITS in Dublin, Ireland, in June 2015. Whereas the RWP.07 enhanced the general capacity on design and implementation of effective awareness raising activities on sustainable energy (SE), RWP. 103 showed the practical steps on the establishment and operation of the SEICs in Moldova and Georgia.

The ITS fully achieved the overall and specific learning objectives of the combined event (see section 2.2) which were:

- showcasing the SEICs established in Moldova and Georgia;
- sharing the know-how acquired by the stakeholders in the process;
- exchange experience on awareness-raising activities in the participating countries.

1.3. Key Findings

1. The combination of expert presentations, robust question and answer sessions, one-to-one discussions and site visits were key to enable an effective exchange of experience and transfer of know-how during the ITS workshop.
2. Inviting the representatives of different stakeholders involved in development and implementation of awareness raising campaigns, i.e. relevant ministries, agencies and funds, facilitated the 3-layer networking: internal, among the PCs and with participants' peers in the EU.
3. Equally, the delegates also had the opportunity to engage with other stakeholders, including local NGOs and representatives of the sustainable energy sector who contributed to the establishment of the centre and understand how they will co-operate with the SEIC. In addition, they also witnessed exemplary media activities for the launch of the centre.
4. The participation of delegates in the official launch of the Moldovan SEIC at the Agency for Energy Efficiency (AEE) gave them the opportunity to witness first-hand the physical outcome of ITS assistance, the ownership of the beneficiary and the endorsement of local policy-makers and the EU delegation.
5. The participants showed a very strong motivation to participate in all the activities organised for the workshop. They delivered excellent presentations during the country showcase sessions and engaged eagerly in Q&A sessions and debates. ITS received positive feedback from the participants and confirmed the importance they give to awareness-raising and information dissemination for the deployment of sustainable energy in their country.

1.4. Ownership and Benefits of the Activity

The main benefits of the activity for the Beneficiaries are:

1. The participants witnessed first-hand the opening of a national SEIC and learned from different stakeholders about its development process and future operation, strategy and practical aspects of establishing the centre.
2. The participants had the opportunity to share their own experience in the area of awareness-raising and information dissemination on sustainable energy, and learn from each other.

The Beneficiaries took ownership in the following way:

1. ITS beneficiaries in Georgia and Moldova established the SEICs and manifested a strong ownership and pride in their role during the establishment process.
2. Other participating countries (Armenia, Azerbaijan, Belarus and Ukraine) expressed a strong interest in establishing their own SEICs in the future as a key tool to consolidate their existing national energy awareness campaigns.

1.5. Challenges Faced

The event took part concomitantly with finalising the establishment of the Moldovan and Georgian SEICs, as well as preparing for their respective official inauguration ceremonies. While this created serious time and resource constraints, the ITS team and their local partners took it in their stride and worked very hard until the finish line. The quality of the workshop and enthusiasm from everybody

involved was a testament to their professionalism commitment to the project. The event went smoothly and every practical aspect was taken care of expertly: everybody arrived on time and participated fully in all the activities organised, a common delegates' transport solution was facilitated and helped with maintaining a tidy schedule, etc. The delegates were even treated to an excellent social programme that was generously donated by the AEE. The challenge of language was easily overcome with simultaneous translation by an expert team of translators.

1.6. Impact Matrix

Impact Area	Developments	2012 (%)*	April 2016 (%)*
Policy	<i>Support of the EU policy instruments, like energy labelling, building certificates etc.</i>	10%	50%
Regulation	<i>N/A</i>		
Technology	<i>Support of the development and utilisation of modern EE technologies, primarily in buildings.</i>	5%	25%
Environment	<i>State changes occurred as a result of behaviour changes that can help residential consumers to save up to 30% of their energy bills</i>	5%	15%
Economics	<i>Indicators of decreased energy dependency, promotion of local businesses in SE area</i>	4%	14%
Social	<i>Reduction of energy bills and enhancing the comfort level of households</i>	5%	15%

* The impact is estimated based on the experts' opinion under the current circumstances and can be changed over time

Note: It is particularly difficult to quantify the impact of capacity building activities. The figures provided in the table should therefore be considered with great caution.

2. PART 2 – BENEFICIARIES

2.1. Executive Summary

This report presents the results of the Regional Workshop to Disseminate SEIC Experience from Georgia and Moldova (RWP.103) that took place in Chisinau, Moldova, on April 14-15, 2016. The event included:

- presentations by ITS experts and local stakeholders on the establishment of SEICs in Moldova and Georgia;
- presentations by representatives of other participating countries on their experience in energy awareness campaigns;
- participation to the inauguration of the Moldovan SEIC;
- site visits to industry and academic partners of the Energy Hub concept at the core of the Moldovan SEIC.

The event aimed at sharing the experience gained during the establishment of the SEIC with INOGATE partner countries that had expressed an interest in cooperating with ITS on the improvement of awareness raising in Sustainable Energy (SE).

Representatives of Armenia, Azerbaijan, Belarus, Ukraine and of course Moldova and Georgia attended the workshop (Figure 1). The workshop complemented another ITS capacity building activity RWP.07 “Combined Event on Energy Awareness” organised by ITS in Dublin, Ireland, in June 2015. Whereas the RWP.07 enhanced the general capacity on design and implementation of effective awareness raising activities on sustainable energy (SE), RWP. 103 showed the practical steps on the establishment and operation of the SEICs in Moldova and Georgia.



Figure 1: Delegates from Armenia, Azerbaijan and Belarus.

The workshop not only showcased the SEIC established in Georgia and Moldova but also provided a multi-faceted view of how it can be implemented in different sectors and by different stakeholders. The workshop was conducted in a manner that enabled an open and creative environment, where the exchange of views and experience was actively encouraged.

In order to assess the improvement in knowledge resulting from the learning experience, the participants were asked to fill in confidential questionnaires that allowed them to self-assess their familiarity, skills and experience in conducting different awareness raising activities. The questionnaires revealed that the participants felt that their capability was ‘Satisfactory’ at the beginning of the event but this had increased to ‘Good’ and ‘Full understanding’ at the end, thereby demonstrating a clear increase in the participants’ self-assessment of their capacity to support the implementation of awareness raising campaigns.

The workshop was a unique opportunity for the participants from the INOGATE Partner Countries (PCs) to learn about best practice in energy awareness-raising from a range of stakeholders with differing backgrounds. The participants were offered a programme that was both comprehensive and specific. Equally, they had plenty of opportunity to learn from each other through Q&A sessions and debates. The event was also a great opportunity for networking and nurturing ties among INOGATE beneficiaries and with their Moldovan counterparts, which is expected to generate further collaboration in this area. Overall, the event can be described as a success from the perspective of the participants and the organising team.

2.2. Introduction

The regional workshop to disseminate SEIC Experience from Georgia and Moldova (RWP.103) took place in Chisinau, Moldova, on the 14-15 April 2016. The overall learning objective of the event was to enable the participants to plan and establish SEICs in their own country and more generally effective awareness raising activities.

The main specific learning objectives of the event were:

- Best practice - Participants are exposed to best practices on the establishment of SEICs and sharing of experience on SE awareness raising for various target groups;
- Decision making - Participants provided with improved knowledge and skills for making better decisions on how to raise awareness of SE and how to set up an SEIC to meet the specific needs of their target groups;
- Networking - To facilitate networking and establishment of contacts among the participants and their peers in Moldova, as well as get an insight into the potential for fruitful partnership with SE sector stakeholders for the operation of SEIC.

2.3. Participants

A total of 23 delegates from Armenia, Azerbaijan, Belarus, Georgia, Moldova and Ukraine participated to the event. The list of participants is provided in Annex 1, while Figure 2 illustrates the composition of the group.

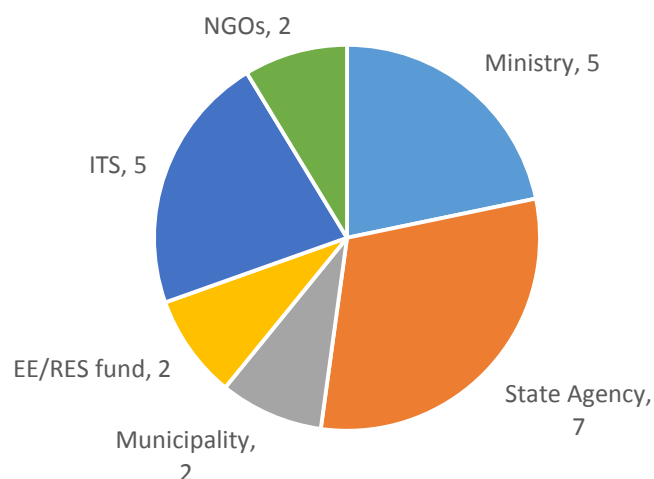


Figure 2: Composition of the trainees' group

Taking into account the fact that the majority of delegates represented relevant ministries and agencies responsible for the improvement of energy efficiency and development of renewable energy sources (see Fig.2), the participants also showed a strong interest in policy-related issues that support the implementation of SE campaigns and establishment of institutional frameworks for improvement of SE awareness.

The delegation was welcomed by Mr Stratan and Mr Tumuruc, director and deputy director of the Agency for Energy Agency respectively, and facilitated by Xavier Dubuisson, ITS's senior awareness raising expert. ITS staff and local ITS expert Ruslan Suguriu worked together with Xavier Dubuisson for the organisation of the event.

2.4. Expert Presentations

The programme of the workshop (Annex 2) contained a series of presentations by Xavier Dubuisson, as well as local stakeholders involved in the establishment of the SEICs in Moldova and Georgia. The representatives of Armenia, Azerbaijan, Belarus and Ukraine also shared their own experience in the area of awareness-raising and information dissemination on sustainable energy.

Xavier Dubuisson gave a detailed account of the development process that led to the establishment of the SEIC in Moldova (day one) and in Georgia (day two). His presentations introduced the concept, general and specific objectives of SEICs, key target groups and thematic focus for the SEICs, the recommended strategies for their establishment and action plan for the first years of operation. He also showed [video footage of the Dublin study tour](#) on energy awareness, prepared by ITS.

Xavier's presentations were complemented by presentations of local partners who had contributed to the SEICs establishment in their respective countries, namely:

- Denis Tumuruc of the AEE, who gave an overview of the policy framework and ongoing activities in the area of awareness-raising in Moldova, their vision for the SEIC as key enabler in this regard and the provision made for future development of the SEIC in Moldova.
- Ruslan Suguriu, a local expert for ITS (Figure 3), shared his first-hand experience in sourcing exhibits for the SEIC and overseeing the delivery of the visitor space of the SEIC as well as facilitated an interactive introduction to the different demo units.
- Tanya Lujanska of the NGO "Alliance for Energy Efficiency and Renewables" (AEER), who presented the consultation process that informed the development of the SEIC and introduced various information tools developed for the SEIC in Moldova (Facebook page, printed material, brandbook, etc.) and gave an overview of the 2-year communication plan for the SEIC.
- Ioseb Vardoshvili, supervisor SEIC at the Tbilisi City Hall in Georgia, introduced the broader policy context of the SEIC, notably with respect to the Covenant of Mayors commitment. He outlined key activities in the area of awareness-raising and education for sustainable energy in Tbilisi and shared his vision for the SEIC development.



Figure 3: Ruslan Suguriu, ITS local expert



Figure 4: Sergey Abrahamyan, Armenia country representative.

These presentations were complemented with country presentations by representatives of Ukraine (namely Julia Levina), Azerbaijan (namely Khatirakhanim Abasova), Belarus (namely Uladzimir Kamashka) and Armenia (namely Sergey Abrahamyan). They provided an overview of the policy background in their respective countries, achievements in the area of energy efficiency and renewable energy, ongoing activities for awareness-raising and the role of their respective organisations in this regard. Most presenters illustrated their presentations with videos and photos.

The workshop, chaired by Xavier Dubuisson, allowed for open discussions and left ample time for Q&A sessions which really enriched the learning experience for delegates and gave plenty of opportunities for the exchange of experience.

2.5. Site visits

The workshop programme included two sites visits which enabled delegates to have an insight into the concept of the Energy Hub promoted by the AEE as a core element of the Moldovan SEIC. The Energy Hub gathers a number of key stakeholders in the sustainable energy sector that are committed to contributing to the SEIC's mission of raising awareness and educating citizens, and are sharing with the centre relevant tools and activities. Two partners in the Energy Hub hosted site visits to their facilities in Chisinau:

- Amber Therm is a wholesaler and retailer of plumbing, heating and electrical products. The company's showroom displays a wide variety of energy efficiency (e.g. condensing boilers, heating controls, pipe insulation, etc.) and renewable energy (biomass boilers and stoves, solar thermal systems, solar PV systems) products. The delegates also had the opportunity of visiting the company's training lab on new energy technologies which includes several demonstration units used to heat and cool the building (air source heat pump, biomass boiler, solar thermal).
- The Technical University of Moldova plays a key role in educating the next generations of professionals in the field of sustainable energy (architecture and engineering in particular)



Figure 5: visit at the Technical University of Moldova

and carries out important R&D activities in this field (including in the framework of EU projects). The delegates had the opportunity to engage with staff of the faculty of engineering and visit some of the teaching and research activities ongoing in energy efficiency (boilers, heat pumps, controls, ventilation, etc.), with a strong industrial participation.

Representatives of both organisations discussed their vision for the SEIC and how they will engage and collaborate with the centre in the framework of their Energy Hub agreements.

2.6. Official Inauguration of the Moldovan SEIC

The Moldovan SEIC was officially inaugurated by Mr Daras of the European Delegation in Moldova,



Figure 6: Visit of the SEIC facilities

Mr Valeriu Triboi vice-Minister of the Economy, Mihail Stratan director of the AEE, and Adrian Twomey of ITS. Speeches were followed by the signature of memorandum of understanding with AmberTherm for their participation to the Energy Hub (see above). This was followed by a visit of the SEIC facilities including demo units and exhibits (Figure 6).

2.7. Promotion and media coverage

The INOGATE web-portal was used as principal source of communication with the participants both before and after the regional workshop. The delegates received the links to the following materials that were published on the INOGATE website:

- [Objectives, agenda, list of participants and presentations of the event;](#)
- [Photos from the event.](#)

There was a very strong participation of journalists to the official launch of the SEIC, which was very well covered in printed and online media. This was also a good opportunity for delegates to witness exemplary media engagement as part of the SEIC remit.

2.8. Baseline assessment

The conducted baseline assessment aims at providing a benchmark against which to monitor and evaluate the event's contribution to the establishment of SEICs in INOGATE PCs. The baseline analysis includes two levels: the results of the self-assessment questionnaires of this regional workshop and general assessment of ITS assistance on SEICs in partner countries.

Self-Assessment Questionnaires

The Self-Assessment Questionnaires were designed to accurately define the existing level of awareness and knowledge on SE awareness by the participants. In the beginning and at the end of the event the participants were asked to fill in confidential questionnaires (Annexes 3 & 4) that allowed them to self-assess their familiarity, skills and experience in conducting different awareness raising activities. On average, the questionnaires revealed that the participants felt that their capability was 'Satisfactory' at the beginning of the event but this had increased to 'Good' and 'Full understanding' at the end, thereby demonstrating a clear increase in the participants' self-assessment of their capacity to support the implementation of awareness raising campaigns as well as to establish and operate SEICs (Table 2).

Table 2. The average results of the confidential evaluation on the achievement of event's objectives*

Objective	Full achievement of objectives (5)	Good achievement of objectives (4)	Some achievement of objectives (3)	Weak achievement of objectives (2)	Objectives not at all achieved (1)
1. Decision making		4.3			
2. Best practice		4.3			
3. Implementation		4.3			
4. Actual demonstrations		4.4			
5. Networking		4.2			

*Note: the average score where full achievement of objectives is '5' and Objectives not at all achieved is '1'

At the end of the event, the participants also rated very high their overall knowledge and understanding of awareness raising programmes and activities in SE (4.5, where 5 is 'excellent' and 1 is 'poor') and indicated that they acquired "good" and "excellent" skills to independently design and implement SE awareness raising and information campaigns in the future (4.1, where 5 is 'excellent' and 1 is 'poor').

The ITS also asked participants to describe how the acquired knowledge and experience would help them to contribute to their organisations' work, especially for awareness raising and information dissemination on SE. As a result of the immediate survey, the participants provided the following answers:

- To share my knowledge with the colleagues, to describe other countries' experience, to draw conclusions from the training, to take the best from different projects and use it in my country;
- Energy Efficiency Department of Belarus will consider the possibilities of implementing learned awareness raising activities to improve energy efficiency and enhance the utilisation of RES in the country;
- 1) Expand the range of activities (public) to promote EE and RES; 2) Bring new knowledge and experience in own work to promote EE and RES in own country; 3) Implement promotional activities in own country in a more efficient way; 4) Establish new contracts and connections;
- Materials received from the participants (incl. photos and presentations) will be submitted for the management's approval and publication in the media and on the Internet;
- Received information will be useful and will help to create a scheme of centre's establishment which will contribute to raising awareness of the population in the area of RES and EE;
- The experience gained will help applying the information received during the workshop in our work to disseminate information on Sustainable Energy;
- We have gained the knowledge on how to organise different public events.

General assessment of ITS assistance on SEICs

The general baseline assessment of ITS assistance on SEICs was developed based on the desk review and analysis of awareness raising activities in the PCs prior to the implementation of the ITS previous activities in this area, namely: 1) CWP.11.MD – establishment of SEIC in Moldova; 2) CWP.14.GE – establishment of SEIC in Georgia and 3) RWP.07 "Combined Event on Energy Awareness" in Dublin, Ireland, in June 2015. According to the conducted analysis, ITS developed the following baseline

indicators that were taken into account for monitoring the overall impact of ITS assistance in this area:

- SEICs - none of the PCs had a Sustainable Energy Information Centre or indeed any other body that targets the improvement of awareness raising in SE;
- Activities – key stakeholders in the PCs had a certain experience in the implementation of SE awareness raising activities, but mostly this was related to the organisation of and participation in different events such as exhibitions, conferences etc.;
- Capacity – in the PCs, almost all the developed information materials on SE were produced with the support of international donor organisations. Governmental funds for awareness raising campaigns are insufficient and therefore, most governmental initiatives in this area are also supported by the donor organisations.

Thus, the ITS assistance in this area has already produced the key tangible results – official opening of SEICs in Moldova and Georgia, the PCs that demonstrated commitments, ownership and interest in running the SEICs independently after the completion of ITS project.

Both SEICs in Georgia and Moldova became operational in April 2016 and will be run independently by the Tbilisi City Hall and the Energy Efficiency Agency of Moldova in order to promote sustainable energy behaviour and decision making among local population. The Georgian centre is housed in the main hall of the Tbilisi City Hall. The main targets are citizens, business people, the staff of Tbilisi City Hall and schoolchildren. The Tbilisi City Hall welcomes in its building an average of 1,600 visitors daily and the centre aims to reach at least 10% of these, directly face-to-face. Conservatively speaking the Centre will engage with over 40,000 visitors annually. The Moldovan SEIC is located in the Agency for Energy Efficiency and the key target groups are: the citizens of Moldova (households) and energy managers in the public sector. The SEIC in Chisinau is planned to enhance the awareness of about 10,000-15,000 individuals every year.

As an important result of this Regional Workshop, the participants from Armenia, Azerbaijan, Belarus and Ukraine also recognised SEICs as one of the cost-effective tools for enhancing awareness raising of various target groups and expressed a strong interest in establishing their own SEICs. Therefore this initiative can be supported by future technical assistance projects in this area.

2.9. Conclusions

The ITS Regional Workshop is considered a success as it offered delegates a unique opportunity to witness first-hand the establishment of the SEIC in Moldova and get an insight into its development process. They were also given a detailed account of the development of the SEIC at the Tbilisi City Hall which was officially launched one week later. The workshop afforded them the ability to learn directly from the stakeholders involved in the process, both from local partners and ITS's international expert in the field of awareness-raising. In addition, delegates themselves contributed to the exchange of experience with their country presentations.

In many ways, the event was very interactive – the delegates participated directly to the official opening of the SEIC, the workshop was held within the premises of the Moldovan SEIC at the AEE,

most local partners and stakeholders participated in the workshop and were eager to share their experience, they visited the premises of two partners of the SEIC's Energy Hub.

Finally, the delegation demonstrated a very strong motivation to learn and participate in all the activities organised during the regional workshop. It was clear from the eager Q&A sessions and from their enthusiastic engagement that participants wanted to make the most of it. The information and experience exchange took place as much in a horizontal manner among participants and local stakeholders. Overall, the evaluation performed before and after the event proves that the participants' knowledge and ability was improved significantly as a direct result of the workshop.

Informal bonds and connections were made between all parties, including during social activities organised as part of the event, and it is hoped that this event will be an important step in further collaboration in the areas of sustainable energy policy-making and awareness-raising.

There is no doubt that this regional workshop successfully delivered everything that it set out to do, but more importantly, it has assisted the participants from the relevant PC bodies and organisations, to lay the foundations for professional, well-managed, creative, dynamic and successful SEICs in the future.

Annex 1: List of participants

A/A	First name	Position	Ministry/Company	Country
1	Mr. Nazik Magaryan	Leading specialist of Renewable Energy Division	Ministry of Energy and Natural Resources of Armenia	Armenia
2	Mr. Sergey Abrahamyan	Projects Manager	R2E2 Fund	Armenia
3	Ms. Gayane Bakhchisaraytseva	Web-site specialist	R2E2 Fund	Armenia
4	Ms. Khatirakhanim Abasova	Advisor of Energy Efficiency, alternative and renewable energy sources department	Ministry of Economy of the Republic of Azerbaijan	Azerbaijan
5	Mr. Maharram Veliyev	Deputy head of Energy Efficiency, alternative and renewable energy sources department	Ministry of Economy of the Republic of Azerbaijan	Azerbaijan
6	Mr. Elman Sadigov	Deputy head of department of License and special permission	Ministry of Economy of the Republic of Azerbaijan	Azerbaijan
7	Ms. Yuliya Chilova	Head of Teaching-exhibition and publishing center <<Belinvestenergysaving>>	State Committee on Standardization of the Republic of Belarus	Belarus
8	Mr. Uladzimir Kamashka	Deputy director of Department on Energy Efficiency of State standard	State Committee on Standardization of the Republic of Belarus	Belarus
9	Mr. Giorgi Shukakidze	Deputy Head of Energy Department	Ministry of Energy of Georgia	Georgia
10	Mr. Ioseb Vardoshvili	Deputy Head of Economic Affairs Office	Tbilisi Municipality City Hall	Georgia
11	Mr. Giorgi Chachanidze	Head of department of City infrastructure and Municipal services	Tbilisi Municipality City Hall	Georgia
12	Mr. Nicolae Olari	Expert of the Agency for Energy Efficiency	Agency for Energy Efficiency	Moldova
13	Mr. Denis Tumuruc	Deputy Head of the Agency for Energy Efficiency	Agency for Energy Efficiency	Moldova
14	Mr. Stefan Curarari	Expert of the Agency for Energy Efficiency	Agency for Energy Efficiency	Moldova
15	Mr. Mihail Stratan	Head of the Agency for Energy Efficiency	Agency for Energy Efficiency	Moldova
16	Ms. Irina Pils	Local Consultant	Alliance for Energy Efficiency & Renewables	Moldova
17	Ms. Tanya Lujanskaya	Local Consultant	Alliance for Energy Efficiency & Renewables	Moldova
18	Ms. Iuliia Lovina	Head of the Department of Citizens Complaints and Access to Public Information	State Agency on Energy Efficiency	Ukraine
19	Mr. Adrian Twomey	Team Leader	INO GATE Technical Secreteriat	UK
20	Mr. Marco Caponigro	Energy Expert	INO GATE Technical Secreteriat	Italy
21	Mr. Xavier Dubuisson	Senior Awareness Raising Expert	INO GATE Technical Secreteriat	Ireland
22	Mr. Victor Parlicov	Country Expert for Moldova	INO GATE Technical Secreteriat	Moldova
23	Mr. Ruslan Surugju	Local Communication Expert	INO GATE Technical Secreteriat/Pro-energy	Moldova

Annex 2: Agenda of the Regional Workshop

Agenda Outline

Regional Workshop to Disseminate SEIC Experience from Georgia and Moldova

Chisinau, Moldova, 14-15 April 2016

Day 1 – April 14

- 9:00-9:15 Registration of participants
- 9:15–9:30 Welcome note and overview of the programme
- 9:30-10:00 Pre-workshop test
- 10:00-11:30 Presentation of the Sustainable Energy Information Centre (SEIC) in Moldova: Objectives, concept, target groups and organisational management.
- 11:30–11:45 Coffee break
- 11:45-12:30 SEIC Moldova. Introduction to the SEIC’s Sustainable Energy Hub, exhibits, information material and partnerships. Questions & Answers
- 12:30-13:45 Lunch
- 13:45-14:15 Country Presentation: Activities and achievements in public awareness raising for sustainable energy in Armenia
- 14:15 -14:45 Country Presentation: Activities and achievements in public awareness raising for sustainable energy in Ukraine
- 14:45-15:00 Coffee break
- 15:00-15:30 Country Presentation: Activities and achievements in public awareness raising for sustainable energy in Azerbaijan
- 15:30-16:00 Country Presentation: Activities and achievements in public awareness raising for sustainable energy in Belarus
- 16:00-17:00 Questions and Answers on the Country Presentations.
- 17:00-17:30 Transfer to Cricova
- 17:30-20:30 Excursion and group dinner hosted by AEE
- 20:30-21:00 Transfer to the hotel

Day 2 – April 15

- 9:00-11:00 Presentation of the Sustainable Energy Information Centre (SEIC) in Georgia: Objectives, concept, thematic focus, target groups & implementation: layout of the SEIC, printed materials, exhibits, staffing, involvement of stakeholders
- 11:00–11:15 Coffee break
- 11:15-11:45 SIEC Georgia: Implementation of the SEIC: visitor centre’s design and layout, exhibits, printed material, involvement with stakeholders. Questions & Answers.
- 11:45-12:00 After Workshop test
- 12:00-12:30 Official inauguration of SEIC in Moldova (see details below)
- 12:30-14:00 Lunch
- 14:00-17:00 Visits to SEIC’s Sustainable Energy Hub partners: AmberTherm and Moldovan Technical University
- 17:00-17:30 Transfer to the Hotel

Agenda Outline

Official Inauguration of the SEIC in Moldova

Chisinau, Moldova, 15 April 2016

- 12:00-12:05 Opening remarks on behalf of the host – Mr. Mihail Stratan, Director of AEE
- 12:05-12:10 Importance of raising public awareness on Sustainable Energy as a means to enhancing Moldovan energy security – Mr. Valeriu Triboi, Vice-Minister of Economy
- 12:10-12:15 EU Support to the Energy sector in Moldova – Mr. Alexandre Darras, Project Manager within the EU Delegation to Moldova
- 12:15-12:20 Contribution of the INOGATE Project to the establishment of SEIC – Mr. Adrian Twomey, Project Manager within INOGATE Project
- 12:20-12:25 Ceremony of signing partnership agreements between the SEIC and its partners in establishing the Sustainable Energy Hub. Closing remarks by Mr. Mihail Stratan, Director of AEE
- 12:25-12:30 Media engagements
- 12:30-14:00 Lunch

Annex 3: Questionnaire for immediate evaluation (at the first day of the event)

INOGATE Technical Secretariat -Questionnaire-

Before filling out this questionnaire, we kindly ask you to consider carefully each question given the questionnaire before answering.

The questionnaire is provided in English with a translation into Russian. We recommend that you work with the original English text.

Please note that Sustainable Energy here includes both Energy Efficiency and Renewable Energy Sources.

Q1: How would you rate your overall knowledge and understanding of awareness raising programmes and activities in Sustainable Energy?

- Excellent
- Good
- Satisfactory
- Basic
- None

Q2: What is your knowledge and familiarity with Sustainable Energy Information Centers?

- Excellent
- Good
- Satisfactory
- Basic
- None

Q3: How much do you know about specialized Sustainable Energy Information Centers and their work, especially in awareness raising?

- Extensive knowledge
- Good knowledge
- Moderate knowledge
- Basic knowledge
- None

Q4: How would you rate your skills in designing and/or implementing Sustainable Energy awareness raising and information campaigns?

- Excellent
- Good
- Satisfactory
- Basic
- None

Q5: Please name three types of activities that a specialized Sustainable Energy Information Center can perform with regards to awareness raising

1.

2.

3.

Q6: Please rate your understanding of policy advice that a specialized Sustainable Energy Information Center can provide

- Excellent
- Good
- Satisfactory
- Basic
- None

Q7: How would you rate the capacity of your organisation to establish Sustainable Energy Information Center or maintain contacts and network with similar organizations?

- Excellent
- Good
- Satisfactory
- Basic

Q8: Please name three main expectations that you have about this event

1.

2.

3.

Q9: Please briefly describe your role and contribution in your organisation's work, especially for awareness raising and information dissemination on Sustainable Energy

Annex 4: Questionnaire for immediate follow-up, after the event

INOGATE Technical Secretariat -Questionnaire-

Before filling out this questionnaire, we kindly ask you to read the study tour objectives presented below and carefully consider each question given in the questionnaire before answering.

The questionnaire is provided in English with a translation into Russian. We recommend that you work with the original English text.

Please note that Sustainable Energy here includes both Energy Efficiency and Renewable Energy Sources.

Objectives

The overall objective of the event is to contribute to raising awareness on sustainable energy in PCs through enhancing capacities of the participants to design and implement effective awareness raising activities on SE at different levels including operation of SE information centres.

The main specific objectives of the combined event are:

1. Decision making - to equip participants with improved knowledge and skills for making better decisions on how to raise awareness in the area of SE and to design more effective policies;
2. Best practice - to facilitate transfer of best practices and sharing of experience on SE awareness raising for various target groups including SE information centres;
3. Implementation - to improve capacity of the participants to develop and to carry out effective awareness raising activities and operate SE information centres;
4. Actual demonstrations - to promote effective approaches towards SE awareness raising including demonstration of success examples of Georgian and Moldavian SE Info Centers;
5. Networking - to facilitate networking and establishment of contacts among the participants from Partner Countries.

Please answer to what extent the objectives of the study tour have been achieved.

Objective (please see above)	Full achievement of objectives	Good achievement of objectives	Some achievement of objectives	Weak achievement of objectives
6. <u>Decision making</u>				
7. <u>Best practice</u>				
8. <u>Implementation</u>				
9. <u>Actual</u>				
10. <u>Networking</u>				

Q1: How would you rate your overall knowledge and understanding of awareness raising programmes and activities in Sustainable Energy?

- Excellent
- Good
- Satisfactory
- Basic
- None

Q2: What is your knowledge and familiarity with Sustainable Energy information Centres?

- Excellent
- Good
- Satisfactory
- Basic
- None

Q3: How much do you know about specialized Sustainable Energy Information Centers and their work, especially in awareness raising?

- Extensive knowledge
- Good knowledge
- Moderate knowledge
- Basic knowledge
- None

Q4: How would you rate your skills in designing and/or implementing Sustainable Energy awareness raising and information campaigns?

- Excellent
- Good
- Satisfactory
- Basic
- None

Q5: Please name three types of activities that a specialized Sustainable Energy Information Center can perform with regards to awareness raising

- 4.
- 5.
- 6.

Q6: Please rate your understanding of policy advice that a specialized Sustainable Energy Information Centre can provide

- Excellent
- Good
- Satisfactory
- Basic
- None

Q7: How would you rate the capacity of your organisation to establish Sustainable Energy Information Centre or maintain contacts and network with similar organizations?

- Excellent
- Good
- Satisfactory
- Basic

Q8: Please name three main results that you received from this event

1.

4.

5.

Q9: Please briefly describe how the acquired knowledge and experience will help you to contribute to your organisation's work, especially for awareness raising and information dissemination on Sustainable Energy