



**LIFE Integrated Projects 2016  
Optimising the implementation of the 2<sup>nd</sup> RBMP in the  
Malta River Basin District  
LIFE I6 IPE MT 000008**



**Action C.1**

**Deliverable 3: End of phase assessment report on the reach of the first and second household visits, outlining the reactions of household occupiers during Phase 3**

During the last two years, namely, 2022 and 2023, approximately 1440 house visits were carried out. As reported for previous Phases, the queries that were handled during these visits addressed water and energy consumption within different households in Malta & Gozo. Following adverts on TV, radio, ARMS or by word of mouth, the interested customers and EWA officers schedule an appointment for a house visit. The visited homes ranged from an apartment, maisonette, terraced house or any other. The EWA officer first assesses the household status and tries to focus on specific possible problems which could be the source of high water and electricity consumption. The procedure used during the first visits involved the presentation of the previous three utility bills. Thus, an overview of the household consumption during the past months could be overviewed. Thereafter, suggestions on the measures that could be adopted to reduce the energy and water consumption depending on the season were given. Behavioural changes for better efficiency and sustainable outcomes were also recommended. The points discussed during each visit have been amply presented in the report for Deliverable 2.

But what makes a consumer resort to help when it comes to water and electricity consumption? Most of the queries always start from concerns related to the monetary aspect, namely the utilities bill. In fact, during the house visits, the first questions are related to how consumption is calculated, hence the cost. After that, reasons leading to high consumption and whether all details within the bill are correctly inputted or not are also discussed. These queries would eventually lead to a house visit in which the officer explains how the units are consumed and how high water and energy bills could be mitigated. The officer explains how the family could be more in line with

Malta's household average consumption and how that specific household would then eventually benefit from the eco-reduction scheme. It should be noted that these house visits were and are very well welcomed and as mentioned previously, the number of such visits have been consistently over 700 annually. Overall, the Public has a positive experience with the house visits and should follow up visits be required, this service is also being offered and EWA is having a positive feedback and full co-operation from the Public. A sample of houses have been chosen to assess savings, if any, following the house visits carried out in previous years and ensuing behavioural changes. After the relative consent forms were signed, consumption data were obtained from ARMS which is the billing entity for water and electricity consumption. Currently, an assessment of energy and water savings, if any, is being undertaken. Though consumption patterns are still being assessed, from a first overview, improvements have been registered in certain cases. A more in-depth analysis is currently being conducted to ascertain whether any reductions or otherwise, in consumption were due to suggestions being taken on board or due to other non-technical reasons. A second run of data gathering spanning on first visits both those made in 2023 but also those conducted before 2023 is currently underway with results envisaged by end-2024.

It has been noted that reasons for household owners requesting the Energy and Water Agency to conduct a house visit include consumers not understanding why their bills are excessively high needing to improve upon their expenditure and those who though concerned about the utilities bill, are more open to improve on their consumption patterns and learn new ways how to become more efficient. These homeowners are generally more willing to receive guidance on how to become more efficient; either by introducing small behavioural changes in their everyday habits or by investing in new appliances or equipment.

Apart from the actual house visits, the Agency participates in various TV and Radio programs during which the household visits service is given full coverage and consumption tips are given. During the period under review, over 40 participations on local media have been registered. Printed adverts (Figure 1) are also made on local magazines and other printed matter. Needless to say, similar adverts can be found on EWA's website and Facebook page.

EWA also handles several queries over the phone, not only regards energy and water saving tips and behavioural changes, but also in promoting schemes related to energy and water. Assistance is also given for any queries related to the Water Be the Change project, Solar Panels Schemes queries, and additionally, every endeavour is done to inform low-income earners and people living in great difficulty about the Vulnerable Households Assistance Scheme which assists people to change their old appliances with a new and more efficient ones.

An initiative which has been undertaken by EWA is the offer of the same service to micro-SMEs. The same procedure as that used for household visits is being applied for this sector. Information on this service is being advertised on local media and interested micro-SMEs contact EWA and schedule specific visits. During these visits, EWA officers discuss operational details with the management and technical people of that enterprise and ways and means to improve on their efficiency both in electricity consumption and water usage are proposed. It should be noted however, that due to the extent in the operations of such enterprises, to date, only a handful of visits have been carried out. Nonetheless, the interest of these micro-SMEs towards this service has been encouraging and EWA intends to extend and intensify its efforts to expand its reach towards this sector of the economy.

To stay abreast with new trends, technologies, and schemes so to help homeowners and micro-SMEs in the best possible way, the team members constantly research, update and educate themselves by following courses online about the new emerging sustainable technologies available in the market. These can be then proposed to homeowners and micro-SMEs.



# Book your free house visit today



Call us on  
**2229 2575**  
or visit  
[energywateragency.gov.mt](http://energywateragency.gov.mt)



Programm LIFE IP 2014-2020  
LIFE 16 IPE/MT/000008 - "Inteġibu l-implimentazzjoni tat-tieni  
RBMP fid-Distrett ta' bucin tas-smons Malti"  
Rata ta' ko-finanzjament: 60% Fondi mill-Unjoni Ewropea,  
40% Fondi Nazzjonali



Figure 1