

**Energy Access Programme (ETC-MFS) 2007 - 2010**  
**EASE components Monitoring Protocol**  
**Version: improvements 2008 v2.**

**Pico-hydropower Innovation and Capacity Building Program Phase 1**  
 Lao Institute for Renewable Energy (LIRE)  
 20 October 2008 – 20 April 2009

*General remark: where no baselines (or approaches for acquiring the proper baseline) have been indicated, the baseline is '0'*

<b>Goal:</b>	<b>Contributing to Poverty Reduction by providing Energy Access for the Poor</b>	
<b>Added value:</b>	EASE	<p>1. Support given to the development of local markets for energy access products through market developers (NGOs, companies, local government...)  <i>Focus on expanding the existing market of pico-hydropower supply and demand, through knowledge sharing and local capacity building</i></p> <p>2. Developed mechanisms in local energy markets that give the customers control over their energy access  <i>Focus on improving the safety and quality of pico-hydropower, through knowledge sharing, introduction of better quality and complementary products and local capacity building</i></p> <p>3. Shared market development toolkits to promote learning and replication between markets and their developers.  <i>Sharing of information through EASE toolkit and network and LIRE network, both regionally and worldwide where appropriate</i></p>

Strategy 1:	EASE ACCESS - Building local markets for energy access		
	Indicators	Targets 2010	Source of Verification
<b>Output:</b>	Number of supported - Market developers - Rural (Energy Access) suppliers - technicians per country <b>Hardware shops selling pico-hydro, welders providing supporting services</b>	Per country - 5 Market developers - 50 rural suppliers - 100 technicians  <b>Hardware shops: 15 Welders: 2</b>	Project reporting, reporting from field visits  <b>Deliverables:</b> <ul style="list-style-type: none"> <li>• Progress report Pico-hydropower innovation and capacity building programme</li> <li>• Pico-hydropower in Xiengkhuang Province</li> <li>• Pico-hydropower in Luang Prabang Province</li> </ul>
<b>Outcome:</b>	Increase in number of people in poor households acquiring modern energy products. - <b>Number of interviewed households, affected by shop owners</b>	Per country: - 50,000 people for household, social and productive uses <i>(baseline to be established before the start of each project)</i> <b>People reached: 108 (18 hh * 6 people/hh) + 900 (15 shops * 10 households * 6 people/hh) = 1008 people</b>	Sales information and/or client lists from supported suppliers, specified in household, productive and social use.  <b>Deliverables: idem</b>
<b>Sustainability:</b>	Dependence of energy access suppliers on short term subsidies for survival <i>(target 2010: 0)</i> <b>No subsidies given</b>		
<b>Gender balance:</b>	Percentage of women among energy access suppliers and technicians <i>(target 2010 40% for suppliers resp 30% for technicians)</i> <b>Most shopkeepers ran by man and woman, so 50%</b>		
<b>Risk:</b>	Number of market developers and players losing interest and abandoning the market <b>Lost of interest because of grid expansion in some areas</b>		
<b>Risk Mitigation:</b>	Sufficient diversity and competition in market actors who maintain interest when others abandon the market <i>(target 2010: 100%)</i> Market actors are self-propelling in the market <i>(target 2010: 100%)</i> <b>Focusing on many areas without grid expansion. Focus on more access in villages, by sharing and reducing cost of repairing and replacement</b>		

<b>Strategy 2:</b>	<b>EASE CONTROL - Beneficiaries have control over their energy access to ensure 10year sustainability</b>		
	<b>Indicators</b>	<b>Targets 2010</b>	<b>Source of Verification</b>
<b>Output:</b>	Number of supported rural suppliers, trained and coached on customer management Hardware shops selling pico-hydro, welders providing supporting services	50 per country  7 (joining workshops)	Project reporting, reporting from field visits  Deliverable: • Workshops in Xieng Khuang Province
<b>Outcome:</b>	End-user satisfaction  Improve satisfaction due to maintenance and electricity output	80 percent ( <i>baseline to be established during inception of projects</i> ) Not established yet	Sample surveys, focus group feedback, complaint handling on market level -
<b>Sustainability:</b>	Number of rural suppliers who include targets and measurement of customer satisfaction in their normal business practice ( <i>target 2010: 50%</i> ) None up till now. To be included in the next phase of the project (through workshops)		
<b>Gender balance:</b>	Percentage of end-user satisfaction measurements taking into account both male and female end-users ( <i>target 2010: 100%</i> ) Idem		
<b>Risk:</b>	1. Other energy projects with conflicting approaches reduce opportunities for end-user control (e.g. using heavy subsidies in promotion of similar products obscure buying decision making process of end-users) No other projects on pico-hydropower yet. Threat of grid extension only. 2. Rural suppliers do not take up role in managing customer satisfaction No experience so far		
<b>Risk Mitigation:</b>	1. Promotion to these projects of end-user control as core value ( <i>target 2010: 100%</i> ) To be included in the next phase of the project (through workshops) 2. Mobilise local facilitators in role of managing customer satisfaction (e.g. CBOs, local government, ..) ( <i>target 2010: 100% of markets where suppliers do not take up this role</i> ) Local government already involved in the project and willing to take more responsibility		

<b>Strategy 3:</b>	<b>EASE SHARING - Practical and applicable knowledge base developed and shared</b>		
	<b>Indicators</b>	<b>Targets 2010</b>	<b>Source of Verification</b>
<b>Output:</b>	Number of market development toolkits developed and shared  <i>EASE pico-hydro toolkit</i>	1 per market developer (including end-user profile, product description, micro-franchise packages, lessons learned)  <i>Pico-hydro toolkit under development</i>	EASE toolkits available at ETC  <i>Toolkit will be sent</i>
<b>Outcome:</b>	Number of market developers that acquire the EASE toolkits	500 market developers worldwide	Sharing statistics on EASE toolkits; download-webstatistics;
<b>Sustainability:</b>	Number of (elements of) EASE toolkits embedded in external energy projects or promoted commercially in an expanding franchising operation ( <i>target 2010: 50% of market development projects and businesses in countries of operation</i> )		
<b>Gender balance:</b>	Toolkits make specific reference to gender issues ( <i>target 2010: 100%</i> ) <i>Tools developed in the next phase will take gender balance into account</i>		
<b>Risk:</b>	Target actors cannot access and apply toolkits <i>Relevant parts of the toolkit will be spread through informational workshops, technical advisers and a manual</i>		
<b>Risk Mitigation:</b>	Developed appropriate presentation forms ( <i>target 2010: 100% has been tested and improved to have appropriate form</i> ) Toolkits promoted through National Advisory Boards ( <i>target 2010: 100%</i> ) <i>In the process of developing a manual and business development support tools fitted for the local context</i>		