

**NEWSLETTER****TOOLS**

The three Cities of Hebron, Tulkarem and Nablus were selected and have joined CES-MED

**NEWS & EVENTS**

Joint Steering Committee (CES-MED and SUDEP) and High-Level Conference on Climate Change in Morocco were held in May 2015

**INTERVIEW**

Engineer Nader Bitar, Member of Hebron City Council and Board member of Hebron Electric Power Company: "Through CES-MED we can apply innovative approaches to tackle challenges on high-energy consumption in Hebron"



This project is funded  
by the European Union

A project implemented by  
Human Dynamics Consortium



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## Learn More

If you would like to learn more about the activities of the CES-MED project, please contact: Myriam Makkdissi, Communications Key Expert, CES-MED

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<http://www.ces-med.eu/>

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Newsletter on the activities, accomplishments and resources related to the CES-MED activities carried out in 2014, with specific focus on Palestine. An overview is given of the project's activities and relevant accomplishments.

QUICK  
FACTS



## PROJECT DESCRIPTION

### Action Themes

- Sustainable energy
- Sustainable urban planning and policies
- Local development in Cities and Municipalities
- Environment, waste, transport, and water management

### Beneficiaries

Selected Local Authorities (cities, municipalities, governorates, etc.) in the ten Countries covered by the European Neighbourhood and Partnership Instrument - South (ENPI South):

Algeria, Egypt, Israel, Jordan, Lebanon, Morocco, Palestine and Tunisia (work is on-hold in Syria and Libya).

### Duration

36 months, starting January 2013.

### Budget

€ 4 453 000

### Offices

Two regional offices were created in Rabat, Morocco and Beirut, Lebanon to support CES-MED implementation in both the Maghreb and Mashreq regions.

## THE PROJECT

“Cleaner Energy Saving Mediterranean Cities” (CES-MED) was launched in 2013 to support partner countries and to respond more actively to sustainability and climate policy challenges.

## POLICY CHALLENGES

With rising CO2 emissions and a disparity in supply/demand in electricity consumption, Palestine faces mounting challenges in its energy sector. There is an urgent need to meet this rising demand in a sustainable way and to tackle the effect from high emissions, through Energy Efficiency (EE) and Renewable Energy (RE). CES-MED focuses on supporting Local Authorities in their efforts to make use of Sustainable Energy planning tools adapted to their situation.



## CES-MED ACTIVITIES IN PALESTINE

By the end of the 2015, three pilot Sustainable Energy Action Plans (SEAP) will be prepared for the three selected cities, with the full support of CES-MED and in partnership with National Authorities. Assistance is offered to other municipalities interested in developing SEAPs and identifying funds to implement Priority Projects. Networking between the municipalities, relevant stakeholders and the Covenant of Mayors and other associations will be promoted.

# TOOLS



**THE THREE CITIES OF NABLUS, TULKAREM AND HEBRON WERE SELECTED AND HAVE JOINED CES-MED.**

**WORK HAS ALREADY BEGUN WITH THE THREE MUNICIPALITIES BY ASSESSING EXISTING CONDITIONS AND IDENTIFYING THEIR SUSTAINABLE ENERGY RELATED NEEDS AND THE PREPARATION OF THEIR SEAP HAS BEGUN**

Each SEAP defines the city's Sustainable Energy vision and strategy. It presents the results of the undertaken Baseline Emission Inventory (BEI) and identifies mitigation measures prescribed in specific long and short term actions that are detailed in Action Fiches for selected Priority Projects in the fields of Renewable Energy and Energy Efficiency. The SEAP also proposes awareness raising campaigns and measures to accompany the implementation of those measures. Each document clearly delineates the responsibilities, funding sources and projected timing to implement those Priority Projects. The SEAP represents a step towards applying sustainable energy within the municipality's geographical area and achieving its long-term sustainable energy vision, and its targets for reducing energy consumption and CO<sub>2</sub> emissions. All of this in full coherence with national priorities and collaboration with concerned national authorities.

Three main Palestinian cities (Nablus, Hebron and Tulkarem) have joined the CES-MED project and the SEAP preparation work has started in 2014 and is steadily underway for each of the three cities. CES-MED has assisted the selected municipalities in identifying their needs and have been holding numerous workshops with the aim of supporting them in the development of Sustainable Energy Actions Plans . In 2014, two workshops were held to formulate an energy needs assessment document and to review the content of the SEAP. In 2015, two additional workshops were held to identify the methodology of data collection and to discuss the Baseline Emission Inventory (BEI). The necessary data has been collected and the development of the BEI has been completed. Previous studies and projects on traffic, energy, emissions, environment impact, electricity, solid waste etc. have been assessed and finally Priority Projects have been identified.

The preparation was undertaken as an on-the-job training exercise, through the numerous training and participatory workshops. The SEAP municipal teams, created in each municipality to spearhead the preparation and later on to implement the Plan, were first introduced to sustainable energy planning approaches and techniques and have been engaged along the Plans' preparation in each city, and the Baseline Emission Inventories' methodology was selected and applied. The SEAP preparation work is in its final phases in the three adhering cities, through collaboration between the work teams from the municipalities, the national partners, the Consultant and the CES-MED team. The data collected has gone through the needed analysis and validation. The Consultant has performed several missions on site. The results of the BEI helped the local authorities in the identification of their priorities and accordingly several actions have been identified.

Alongside the SEAP preparation process, the "Recommended National Sustainable Urban and Energy Savings Actions for Palestine " report was prepared and approved by National Stakeholders and several comprehensive Guidelines for SEAP Preparation were developed and made available through the CES-MED website, including manuals to prepare the Baseline Emission Inventories (BEI) and Community Awareness Promotional Plans actions (CAPP).

The three SEAPs are expected to be fully finished before the end of 2015.

## Partner Cities in Palestine

### WORKING WITH US



Hebron



**Profile Description:** Hebron is the largest city in the West Bank with a population close to 200 000 inhabitants. It is also considered to be one of the oldest cities in the world and it is said that Prophet Abraham lived there in 1900 BC. It is further home to the Ibrahimi Mosque, which is considered to be highly sacred shrine. Hebron's economic activity is centered on its work of stone, footwear leather and plastics. Notable challenges include restrictions imposed on the movement of people and goods in city centre; the rapid rise in the population and subsequent overcrowding and insufficient urban services demands largely due to municipal financial constraints.

**SEAP preparation progress:** Hebron, having established its electricity distribution company since 2000, made significant efforts to improve the grid's efficiency and reducing commercial and technical losses. The elaboration of a SEAP progressed in line with these efforts. The collection of data for the SEAP preparation was completed and the results were shared and assessed with National Authorities. The municipality participated in September 2015 in the conclusive CES-MED workshop and started preparing the SEAP's "Citizen Awareness and Promotion Plan" component. Currently the city is working on approving Action Fiches of identified priority actions in various sectors. Final version for the SEAP is about to be delivered.

Nablus



**Profile Description:** Nablus has a population of around 120 000 inhabitants. It is located between Mount Ebal and Mount Gerizim (a sacred religious site for the Samaritans who inhabit it). The city is one of the main economic drivers of Palestine and has a bustling modern commercial centre and diverse traditional industries, such as the production of soap, olive oil and handicrafts. Major challenges are to mitigate the energy dependence that puts enormous pressure on the city's energy grid, hence the importance of developing alternative sources of energy through EE and RE and diversify Nablus' sources of energy.

**SEAP preparation progress:** The city of Nablus has been improving its electricity management through NEDCO (the local electricity distribution company), and in this framework has also engaged in preparing a SEAP as a tool to prescribe the needed measures in a comprehensive strategic and planning approved document. Data collection is completed and the first shared results showed clearly which sectors were responsible of the highest consumption and CO2 emissions. The elaboration of the Action Fiches is being completed and the SEAP document should be completed by November 2015.

Tulkarem



**Profile Description:** Tulkarem is located north-west of Palestine and has a population approximating 50 000 inhabitants. Its history dates back to the Ayyubid era, when the first families settled there in the 12th century. Tulkarem's main economic activities are centered on the agricultural sector. The city is in need of a more powerful energy grid to support its increasing energy demands.

**SEAP preparation progress:** The SEAP strategic plan comes at a time when the municipality has started implementing measures and activities in view of increasing its energy efficiency as well as the use of renewable energy. With the help of the Consultant and the CES-MED team, the municipality has completed the Baseline Emission Inventory (BEI) study. The Action Fiche for Priority actions is being finalized and the municipality participated in September 2015 in the workshop on "Citizen Awareness and Promotion Plan". Final version for the SEAP should be completed by November 2015.



From the start of the project, a Focal Point (FP) was designated by the Ministry of Local Government. Under the FP's guidance, continuous engagement with key ministries and agencies has ensured that all relevant partners are aware of the CES-MED's activities. A National Coordination Group (NCG) was created to ensure that the Project's actions at a local level are coherent with the goals and development plans at national level.

The CES-MED project has been promoting the Covenant of Mayors initiative "CoM" (<http://www.covenantofmayors.eu/>), which is the mainstream movement of local and regional authorities that are voluntarily committing to sustainable energy targets and are engaging in the preparation of SEAPs.

In addition to Nablus and Hebron, several other Palestinian localities have joined the CoM, including Abasan Al-Kabira in the Gaza Strip, the capital Ramallah and Salfeet city in the West Bank. Furthermore, several cities have expressed their interest in joining the CoM, such as Tulkarem.

A "Recommended National Sustainable Urban and Energy Savings Actions" Report for Palestine was prepared and approved by the FP and the NCG. This key document assesses existing conditions and sustainable energy needs and includes recommendations to support the systematic preparation of SEAPs nationwide. The Report also identifies opportunities for funding to implement actions proposed in the SEAPs.





# SUSTAINABLE URBAN AND ENERGY SAVING ACTIONS

## REPORT ON PALESTINE

### RECOMMENDATIONS FOR NATIONAL AUTHORITIES

#### LONG-TERM

- Motivation is needed to encourage and increase private sector investments in renewable energy applications, notably through improved subsidies system of electricity tariff; Identification of renewable technologies' potential, targets and improve planning conditions;
- The Energy Authority, in coordination with electricity distribution companies, should make sure that all technical requirements are in place to expand the use of solar PV systems;
- Implementation of a stable regulatory framework that provides financial support to the development of RE in Palestine.
- It is important to expedite the process of drafting legislations regulating renewable energy applications;
- Establishment of clear and defined financing and fiscal incentives and mechanisms that will support RE investments;

#### SHORT-TERM

- Establishing a national mechanism to sustain CES-MED activities in Palestine is under elaboration. It will be based on collaboration between the Ministry of Local Government and the Municipal Development Fund. In parallel, the Strategic Development and Investment Plan (SDIP) will be updated with the objective of including the SEAP elaboration at Local level within the national planning documents;
- National Authorities should raise public awareness regarding the benefits of RE in Palestine;
- National Authorities should build capacities in various institutions and promote;
- International cooperation, including to develop pilot projects and training programs;
- The Palestinian Authority should commit itself to the goals set out in the General Strategy of Energy, and proceed with the diversification of the existing power sources, through addressing the impediments to achieve these goals, and especially the constraints related to the PNA performance;
- Energizing the role of energy research centers and maximizing their funding, and thus enabling them to carry out the needed research.

### RECOMMENDATIONS FOR LOCAL AUTHORITIES

#### LONG-TERM

- Municipalities should work with related ministries to strengthen the relations with funding organizations (national and international) in an effort to secure future grants for the long term energy savings, energy efficiency and renewable energy projects and to generate additional municipal revenues;
- Municipalities should work with the Palestinian regulatory to generate laws and resolutions (e.g. energy efficiency code for buildings);

#### SHORT-TERM

- Local Authorities should implement energy saving actions in the short term municipal projects, such as replacement of existing public lighting system and traffic lighting, as well as actions on the cooling and heating systems and the municipal transport system;
- Municipalities should establish the strategic planning unit, comprising technical expertise from different municipal departments to design projects in perspective of the energy issues and prepare project proposals on the basis of sustainability for donor grants' awards;
- Local Authorities should assign the energy conservation and renewable energy unit to run a municipal staff and public awareness campaign for energy methods and sustainability;
- Municipalities should strengthen the relationship with local energy research centres and global institutions, through the conduction of training workshops in order to create for the Municipal team the necessary experts in renewable energy projects and strengthen the capacity building of its municipal staff;
- Local Authorities should lobby actively to accelerate approval and implementation of plans;
- Local Authorities should be trained in the monitoring and evaluation (MGE) of projects.

# KEY PARTNERS

Various representatives of the relevant National Authorities have been selected to form the National Coordination Group to ensure collaboration between the project and the national authorities. In Palestine, the NCG members for the CES-MED project are the following:

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### Ministry of Local Government

#### Mr. Mohyee Al-Ardeh

General Director of the Projects Department

National Focal Point. A pioneering ministry working on building the capacities of local government units and enhancing their resources, to enable them achieve the welfare of their citizens/ constituencies within the framework of good local governance.

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### Ministry of Local Government

#### Eng. Walid Abu Halawa

Advisor to the Minister on International Cooperation

CES-MED National Focal Point Representative

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### Electricity Regulatory Council (ERC)

#### Eng. Omar Sharkyah

Officer at the Electricity Regulatory Council (ERC)

A governmental organisation, ERC's objective is to contribute in organizing the Palestinian electricity sector in order to reach a Palestinian Electricity sector that is modern and orderly and protect their rights in the continuity of access to safe and uninterrupted electrical energy.

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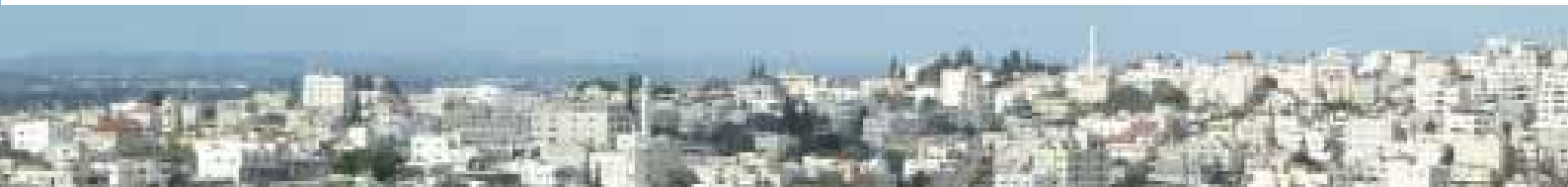
### Municipal Development and Lending Fund (MDLF)

#### Eng. Manal Taha

Environmental Officer

The main objective of the Fund is to encourage the flow of financial resources from the Palestinian Authority and various donors to the Palestinian local government units (LGUs) and other local public entities to improve the delivery of local infrastructure and municipal services, to promote economic development and improve municipal efficiency and accountability.





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## **Palestinian Energy and Environmental Research Centre (PEC)**

### **Mr. Araf Yassin**

Representative of the Palestinian Energy and Environmental Research Centre (PEC), the national institution responsible for studies and promotion of energy conservation and renewable energy in Palestine.

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## **Ministry of Environmental Affairs**

### **Dr. Nedal Katbeh**

Advisor to the Minister

The Ministry of Environmental Affairs (MEaA) is the central authoritative body for all environmental issues in Palestine. It is the umbrella under which all environmental regulations, projects and strategies are created and implemented. MEaA's primary concern is the conservation and sound use of the natural environment.

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## **CES-MED Team Leader**

### **Mr. Naguib Amin**

The CES-MED Team Leader, acts as the ex-officio of the NCG and ensures equal participation of all members





### Joint Steering Committee (CES-MED and SUDEP) and High-Level Conference on Climate Change in Morocco, May 2015

The European Union funded projects “Cleaner Energy Saving Mediterranean Cities” (CES-MED) and “Sustainable Urban Demonstration Energy Projects” (SUDEP SOUTH) held a Joint Steering Committee meeting on 5 May 2015, led by the European Commission in Mohammedia, Morocco. The meeting was followed by a High-Level Conference on Climate Change, on 6 May in Skhirat, Morocco.



The Joint Steering Committee meetings were chaired by the European Commission and attended by delegates from the 12 SUDEP and 23 CES-MED municipalities, the national focal points of the eight countries affiliated with these projects, European Financing Institutions, the Union for the Mediterranean Secretariat, as well as representatives of other programmes and projects of the European Commission, including the MED-ENEC project on Energy Efficiency in the construction sector in the Mediterranean.



The purpose of the meetings was to enable the exchange of views and experiences between the municipalities participating in the SUDEP and the CES-MED projects. It also provided an opportunity to review the activities performed in the first half of 2015, to present and discuss the work plans for the projects for the rest of the year.

### Effective Participation of Palestinian Delegation

The participation of the Palestinian delegation was altogether effective during the High Level event with a presentation by Dr. Nedal Katbeh, Advisor of the Minister of Environment, on the impact of Climate Change on Palestine. Municipalities and central government were also able during the Joint steering Committee to share with remaining participants the difficulties and challenges in relation with the sustainable development of their country.



### Five new municipalities from Palestine signed with the Covenant of Mayors

At an official ceremony held on 6 May 2015 in Skhirat, Morocco the cities of Salfeet, Ramalah, Hebron, Nablus and Abasan-AI Kabira signed on to the Covenant of Mayors and thus to commit to help reduce carbon emissions.





The Palestinian Municipality of Tulkarem completes a project on Public lightning and launches a new initiative on Waste Sorting and Recycling

**Tulkarem's participation in CES-MED project allowed the Municipality to benefit from shared experiences of other Palestinian localities as well as from CES-MED's expertise in Energy Efficiency and Renewable Energy. New concepts were consequently introduced as priorities in all related decisions of the Municipal Council and brought forward during meetings with International Donors and Funding Agencies active in Palestinian territories (i.e USAID, Hanns Seidel Foundation, Islamic Development Bank and others).** The fact that Tulkarem is engaged in the elaboration of a SEAP with a methodology recognized by these institutions allowed it to access to interesting programs, even before the completion of our SEAP.

Such was the case for example with' the Hanns Seidel Foundation that will be providing learning tools in alternative energy (including Energy Production System through household waste and through Solar Energy) for training and awareness raising.

In parallel, Tulkarem has completed the Public lighting project of the main eastern entrance of the city in cooperation with Anabta Municipality (one of the oldest in Tulkarem Governorate) and funded by the African Development Fund through the Islamic Development Bank, and will soon start using energy saving lighting systems in two main streets in the city, in line with the Palestinian Energy Authority's recommendations.

Another project of importance for Tulkarem locality is the launch of a Waste Sorting and Recycling Project, in cooperation with the CESVI, an Italian association, through funds made available by the European Union, with the objective at a later stage to reuse some of the residuals and conversion of waste into energy and production of methane.

# INTERVIEW



## Through CES-MED we can apply innovative approaches to tackle challenges on high-energy consumption in Hebron

*Engineer Nader Bitar, Member of Hebron City Council and Board member of Hebron Electric Power Company*

**Q:** What are the planned or executed activities related to renewable energy (RE) and energy efficiency (EE) that you have undertaken?

**Q:** In terms of energy efficient and renewable energy, what would your three priorities be?

**Q:** A green city is centered on the cleanest and most efficient energy, transportation and building infrastructure possible. What is your vision of Hebron as a green city in 10-15 years?

**Q:** How can you spread awareness among the population, especially the youth and women, about renewable energy actions?

**A:** A lot of progress has been made on activities related to efficient use of energy resources on municipal level. One of the highly appreciated initiatives, which I can highlight, is the set-up of more than 13000 pre-paid electricity meters, which influenced positively the energy consumption in the household sector. Today, we have around 28000 subscriptions with pre-paid electricity meters out of total of 45000 meters in Hebron. Due to the success of this method in reducing the electricity and the consumption in the household sector, we will continue replacing all electricity meters with pre-paid ones.

The municipal council has also adopted Guidelines on installing PV systems on the roofs of buildings based on net-metering. PV units have been also installed on hospitals and charity organization buildings. In the next phase, there is a plan to extend this action to some public buildings.

LED traffic lights will be installed too, as we are in the process of developing a plan on municipal level envisaging switching all traffic signals in the city to LED signals.

Moreover, we have an ongoing project with foreign investors from Italy to build a smart distribution grid with an alternative multiple generation. After the implementation of the project, we will operate a 75-kilowatt PV in the form of units distributed over different parts of the city.

**A:** Our priorities in the sector of EE and RE will be to continue installing more PV units on the roofs of municipal and public buildings. Regulations and laws concerning local buildings will be updated to maximize the benefit of natural lighting and ventilation. We will as well switch public lighting to LED systems; procurement of new equipment and new public transport vehicles is underway to keep the pace of sustainable development. The council has also decided to give a green light for the construction of a new waste plant station to generate energy from the city's wastes. The project is a public-private partnership and according to the studies that have been prepared by the responsible municipal departments, this station could provide up to 10% of the city's electricity consumption.

**A:** The shared vision by all of the Council's members is: "HEBRON to become GREEN". Pollution levels are not high in the city and the environment is also beautiful and natural. Our aim is to preserve and protect the green areas in the city and in its suburbs and diminish CO2 emissions. Therefore, we will try to replace the small public transportation vehicles by ones with bigger capacity. Right now, we are reviewing the waste collection fleet as we cooperate with local institutions and organizations in the region in a kind of joint-services council. We have purchased a land for this project, which is being used now as a landfill site until the construction of the aforementioned power plant.

**A:** We can promote environmental and energy awareness among youth, women and the rest of the population through focused campaigns aimed at each category. Today, it is very easy to take electricity for granted. The aims of the awareness campaigns have to be identified in each sector. We cannot blame the young generation for wasting energy but we can support them in generating it from alternative resources from smaller-scale projects with higher-visibility. These actions will make them realise the benefits of sustainable energy consumption and act accordingly. Women and housewives are also a very important target audience when we speak about creating awareness on efficient use of energy. They are taking care of the housework, thus, their behaviour is influencing the energy consumption levels in the household sector. Having said that, we think it is also important to include educational modules on sustainable use of energy resources in the educational programmes for primary and secondary schools in order to encourage behavioural change.



# BROADER HORIZONS



### Covenant of Mayors (CoM)



[www.covenantofmayors.eu/index\\_en.html](http://www.covenantofmayors.eu/index_en.html)

CES-MED has promoted the adherence to the Covenant of Mayors "COM", which is the mainstream European movement of local and regional authorities who voluntarily commit themselves to increase energy efficiency and the use of renewable energy. Through their commitment, the Covenant's signatories aim to meet and exceed the European Union's 20% CO2 reduction objective by 2020. Since its adhesion in January 2008, more than 5,000 cities from more than 40 countries have signed up, including over 60 cities from the EU's neighbourhood. The CoM Offices (the CES-MED in the southern neighbourhood partner countries) support helps cities to design and implement the Sustainable Energy Action Plan (SEAP).

### Union of the Mediterranean (UfM)



<http://ufmsecretariat.org/>

The UfM's Urban Projects Finance Initiative (UPFI) aims at accelerating the implementation of a pipeline of 10-15 innovative projects and ensure their bankability according to the standards of the International Financial Institutions. It is coordinated by the French Development Agency (AFD) and the European Investment Bank (EIB) and counts with the financial support of the European Commission.

### Sustainable Urban Demonstration Projects (SUDEP)



<http://www.sudep-south.eu>

The EU-funded programme SUDEP South launched by the European Commission in January 2015, aims to support cities in the EU southern neighbourhood to address local sustainable development challenges such as energy efficiency, security of energy supply and sustainable economic growth. The programme provides financial and technical support to the implementation of energy efficiency and renewable energy actions. A Support Mechanism assists the municipalities in the implementation of their demonstration projects and ensures the visibility and dissemination of their results.

### MED-ENEC



<http://www.med-enec.com/>

The MED-ENEC project on Energy Efficiency in the Construction Sector in the Mediterranean aims to boost Energy Efficiency measures (EE) and the use of Renewable Energies (RE) in the construction sector. Apart from policy advice and business development, special emphasis is placed on the support of large building programmes as multipliers of climate friendly and cost-saving technologies and measures.

### European Investment Bank (EIB)



<http://www.eib.org/>

The European Investment Bank (EIB) has a multi-layered approach to assist EU's partner countries. In the southern neighbourhood, it does so through different credit lines and facilities, namely the Facility for Euro-Mediterranean Investment and Partnership (FEMIP), which has invested €10 billion in the region between 2002 and 2009.



### Helpdesk in Beirut Lebanon :

**Address:** Fifth Floor, Doueihy Building, Alfred Naccach Street, Achrafieh, BEIRUT, P.O. BOX 16-5964, LEBANON

**Telephone:** +961 1 333211

**Fax:** + 961 1 327211

**Learn more, visit us at our website:** <http://www.ces-med.eu/>  
(Available in Arabic, English and French)

**Work hours:** Monday to Friday: 8:30 a.m. to 12:30 p.m. and 02:30 p.m to 06:30 p.m Through its help-desk, CES-MED answers to municipalities' needs and questions regarding their work in the preparation of SEAPs and adhesion to the CoM. The help-desk also supplies general information to any municipality in the region about the project, the preparation of the BEI and SEAP and the Covenant of Mayors.

### Guidelines and Awareness Raising materials available

There is a number of documents prepared by CES-MED that are available to municipalities and other actors interested in developing sustainable energy plans:

- The **CES-MED brochures** introducing the project and its major components, available in hard copy upon request and digitally on our website <http://www.ces-med.eu/media2/communication-tools>
- The **"Information kit"**, produced as a self-help guide for municipalities is available through the CES-MED website. **It contains and describes each of the documents needed to plan a SEAP and join the CoM.** The documents contained in this information kit are also available online:
  - The SEAP Guidebooks
  - The Baseline Emission Inventory (BEI) Guidelines
  - Business-As-Usual (BAU) Guidelines
  - Citizens Awareness Promotion Plan (CAPP)
  - The CoM Official Text and the CoM adhesion Forms

The document and its relevant annexes are available in paperback upon request and on our website: <http://www.ces-med.eu/support/library>

### Assistance is available via the following options

1. **Phone.** If we are not available when you call, please leave a voice mail. We will return your call by the end of the day. When responding to the answer machine please provide the following information:

- a) Name;
- b) Phone number and the best time to be reached; and
- c) A brief description of the problem.

2. **Personal meetings** - Direct contact and support by one of CES-MED Experts.

3. **Email** - We will respond to your email by the end of the business day.

4. **Frequently Asked Questions (FAQ)** and uploaded documents in our website

5. **Visiting CoM website:** <http://www.covenantofmayors.eu>





LEARN MORE



**Website:** <http://www.ces-med.eu>

Available in Arabic, English and French

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Palestinian stakeholders are covered by our Help Desk in Beirut, Lebanon

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The European Union is made up of 28 Member States who have decided to gradually link together their know-how, resources and destinies. Together, during a period of enlargement of 50 years, they have built a zone of stability, democracy and sustainable development whilst maintaining cultural diversity, tolerance and individual freedoms. The European Union is committed to sharing its achievements and its values with countries and peoples beyond its borders. The European Commission is the EU's executive body.



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