Energy Service Companies (ESCOs) support project organisation and financing for promoting sustainable building energy use. However, issues of scale, transaction overheads and a lack of awareness, knowledge and trust for ESCO models hamper the demand for these services. "Utility-based ESCOs" are a critical intermediary between energy service providers and (potential) clients to lower these barriers. These utility-based ESCO's help to realize the latent and apparent demand for ESCO services and contribute to achieving more buildings that are low-carbon but high-performance in their energy use.

A scoping study and initial design for the Integrated Utility Service (IUS) was undertaken between December 2016 and May 2017 exploring opportunities for a utility-based approach to structuring an ESCO model for implementing energy efficiency and customer-based renewable energy generation. Subsequently, Phase 2 examined the regulatory environment and market structure required for piloting the IUS model within the Barbados electricity company. Barbados has since incorporated the model into their Electricity Rate Structure as an optional service of "behind the meter" RE and EE for customers.

On the basis of the positive outcomes of the previous phases, a rollout phase (Phase 3) of the IUS model is now being pursued.

This rollout is focussed on the adaptation of the IUS model to various approaches, matched to the state of the energy markets within the region. These are: (a) The regulated approach, which is based on the "customer-centric" open platform; (b) the unregulated approach, which is based on the "utility-centric" closed platform; and (c) the hybrid approach, which is customer-driven and utility-screened.

**PHASE 3 IN FOCUS**
- Market Segmentation and Customer Acquisition
- Customer-side Economics: Payments and Savings
- Utility-side Economics: Funding and Revenue
- Programme Administration and Design
- Training, Quality Control, and Monitoring/verification

**BENEFICIARY STATES**
- BARBADOS
- BELIZE
- GUYANA
- JAMAICA
Variations of the Integrated Utility Service (IUS) model for different energy market types within the Caribbean.

Business Cases; (b) Implementation Plans; and (c) Pilot Programmes, for the variations of the IUS within Barbados, Belize, Guyana and one other CARIFORUM state;

Capacity within the key stakeholder organizations, through technical and other assistance, within the pilot jurisdictions. In particular, the assistance should endow the various organisations, especially electric utilities and (where required) regulators, with the capability to function optimally and participate effectively within the administration and implementation of the IUS; and the design and development of the requirements for enabling regional institution(s) to provide backstopping to national implementation of the IUS model, thereby supporting sustainability and regional upscaling.