



Actions to Mitigate Energy Poverty
in the Private Rented Sector

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DELIVERABLE 4.6

Update of National Stakeholder Engagement Strategies

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BACKGROUND AND OBJECTIVE

ENPOR will support the design and implementation of ten policies tailored to the specific characteristics of the Private Rented Sector (PRS). It will consider the needs of tenants and property owners and integrate them into broader policy contexts (including structural policies), where possible. It aims to deepen the understanding of energy poverty policies for the Private Rented Sector, to monitor dimensions of energy poverty in the Private Rented Sector and to support the set-up and implementation of energy efficiency policies to alleviate energy poverty in the Private Rented Sector. To achieve these objectives, ENPOR partners will closely collaborate with different stakeholders in the, so called, Regional Action (REACT) groups to co-create targeted and practical policies, to promote the exchange and dissemination of information and network building within and across national contexts, and gather data for monitoring purposes. To guide this process a Stakeholder Engagement Strategy (SES) has been developed to be adapted and employed within the different national contexts.

Deliverable 4.6 is related to WP4 *Engagement of energy poverty groups and relevant actors* and is concerned with updating the Stakeholder Engagement Strategies (SES) developed for each support scheme in ENPOR (D4.1), based on the partners experiences gathered during the preparation and implementation of their respective strategies.

2 APPROACH

To review the practicality of the developed stakeholder engagement approach and to update the national SES, ENPOR partners were asked to provide two kinds of input:

- 1) Feedback on the general approach and its elements developed in D4.1 with regard to its utility for preparing and implementing the stakeholder engagement and possible ways to improve it. For this task, a short survey was developed that asked partners to qualitatively rate the different steps of the SES development (Identification and analysis of stakeholders; Stakeholder mapping (Power-Interest-Grid); Stakeholder communication/initial engagement; Involvement of energy-poor tenants) and the overall approach on a scale from -helpful- to -not helpful-. Furthermore, for those steps considered not or rather not helpful, suggestions for improvement were collected. Lastly, partners were asked whether they encountered unforeseen challenges regarding the stakeholder engagement and if yes, how they handled them.
- 2) Review and update their original SES documents developed as part of D4.1. Regarding the different SES elements, partners were asked to perform the following:
 - **Short policy overview:** update content where necessary, e.g., regarding the finally agreed upon policy design improvements
 - **Identification and analysis of stakeholders:** update table based on the experiences made in the REACT group meetings (e.g., in case the ex-ante assessment of stakeholder interests did not match stated or shown interests in the meetings)
 - **Stakeholder mapping (Power-Interest-Grid):** indicate changes of the stakeholder assignment and update the grid in case the original assignment was contradicted by stakeholder behaviour or the updated policy design target
 - **Stakeholder communication:** indicate any changes between the foreseen and actual stakeholder specific communication in terms of messaging, channels or frequency and the reasons for these changes
 - **Involvement of energy poor tenants:** update/amend based on the actually implemented or newly foreseen approach

3 RESULTS

3.1 Experiences of ENPOR partners

While the overall approach for developing the SES and the underlying steps were considered helpful or rather helpful by most ENPOR partners, the visual stakeholder mapping in a power-interest grid was deemed by some to be of limited added value for the elaboration of tailored, stakeholder specific communication and engagement strategies. In addition, the relevance of existing relations with stakeholder organisations to identify suitable participants in these organisations and their interests for successful engagement was highlighted. Suggestions for improving the current approach, comprised the conduction of surveys among the target groups (energy poor tenants and their landlords) via the representative associations participating in the REACT groups to gain a more profound understanding of their perceptions and expectations. Furthermore, to promote a more active use of the strategy, the implementation of internal workshops among ENPOR partners was suggested to foster exchange on the respective experiences, issues and successful strategies.

In terms of encountered challenges, the pandemic situation was considered as a major obstacle for both the engagement of stakeholders in general and the energy poor tenants in particular in the co-design process. While the fallback solution of online formats lowered barriers for participation, it also impeded networking among participants and face-to-face interactions to build a trusting environment. Another -anticipated- issue that was experienced by multiple partners was a lack of interest on the part of different stakeholders to participate in the process and/or to keep them interested over the duration of the project. This was the case in several pilots with tenants and/or landlords (or their associations) but also other stakeholder groups. Applied strategies were to broaden the scope of topics discussed in the REACT group meetings to match their interests while at the same time pursuing the actual co-design target. A landscape factor promoting interest in the subject of energy poverty in general and correspondingly in ENPOR activities were the steeply rising energy prices. While the latter development can of course not be planned, the experienced issues with the engagement highlight the need of clearly defined roles and benefits for achieving and maintaining stakeholder participation.

3.2 Updates of the National SES

Overall, apart from specifications of the policy design improvements, REACT group participants and the strategies for involving energy poor tenants in the co-design process, few adjustments were made to the original SES, reflecting the thorough analyses of the stakeholder landscape preceding their initial development. The following table provides an overview of the updates by pilot country.

Pilot country	Update(s)
AT	<ul style="list-style-type: none"> • Cancellation of the engagement activities for the second measure (Financial support scheme for thermal refurbishment measures for low-income households) due to political developments shifting responsibility for the design process • Involvement of energy poor tenants: reliance on feedback collected by the intermediary during the energy consultancy instead of in-person focus groups or workshops as a reaction to the ongoing pandemic situation
DE	<ul style="list-style-type: none"> • Stakeholder Analysis: adjustment of some stakeholder interest assessment in light of REACT

	group participation
EE	<ul style="list-style-type: none">• Involvement of energy poor tenants: preliminary definition of possible approach to include the target group via housing management companies as intermediaries
EL	<ul style="list-style-type: none">• Adjustment of the policy improvement target based on the results of the co-design process
HR	<ul style="list-style-type: none">• Update of the pilot policy description based on recent further developments• Involvement of energy poor tenants: will be implemented via the newly established Center for Combating Energy Poverty
IT	<ul style="list-style-type: none">• Involvement of energy poor tenants: definition of envisioned approach to gather feedback on information activities and their impact
NL	<ul style="list-style-type: none">• Specification of targeted policy design improvements• Stakeholder analysis: updated list of participating stakeholder organisations and their power assessment in relation to the project• Stakeholder communication: update of barriers, incentives, messaging and communication channels for some stakeholders• Involvement of energy poor tenants: amendment of envisioned/implemented approach

3.3 Updated Stakeholder Engagement Strategies for each support scheme

3.3.1 Austria (AEA)

Table 1: Short policy overview of the Austrian support schemes

ENPOR Partner	Country	Name of Support Scheme	Short description	Obstacles and challenges	Policy design improvements
AEA	Austria	Low-threshold, target group-specific consulting (training, soft measure)	Development of target group-specific consultation and advise material for energy poverty groups, which are as low-threshold as possible and include other stress situations in addition to energy-related questions.	Participation of energy poor households The focus mainly lies on awareness raising, so the impact is limited."	Revision of already existing materials, especially with regard to accessibility. Consideration of new subject areas to be covered.
AEA	Austria	TBD	This original measure (Financial support scheme for thermal refurbishment measures for low-income households) will change because the implementation and responsibility were completely handed over to the federal states preventing AEA to participate. An alternative measure is currently being worked out (e.g. training for energy advisors), but is yet to be specified.	TBD	TBD

Identification and analysis of stakeholders

Table 2: Stakeholder identification and analysis for the Austrian support schemes

Stakeholder Group	Representative organisation(s)	Expected contributions	Interests (Evaluation of relation to the project (opposed/supportive): -, --, 0, +, ++)	Power (Evaluation of relation to the project: 0, +, ++, +++)		
1. Landlords / Co-owners' associations	<ul style="list-style-type: none"> • Austrian association of house and landowners (ÖHGB) • Zentralverband Haus und Eigentum Wien 	Contribute their views and thereby ensure that measures can also be implemented. Since they are the owners, they are responsible for the implementation of many options, the tenants have no control here. Through their participation they can create a win-win situation.	<ul style="list-style-type: none"> • Ensure that possible future measures, do not cause negative effects/additional costs for them. • Possibilities to obtain funding to improve the thermal condition of the property through supportive offers. • Ensure that their own interests are also protected and not only those of the tenants. 	0	As owners, they are the key players in implementing important measures to increase energy efficiency. Without their involvement, the biggest steps cannot be implemented de facto. They also play a major role as an important target group at the political level, which means that measures that may work against their interests have little chance of being implemented.	+++
2. Charitable and social work associations	<ul style="list-style-type: none"> • Caritas 	They can contribute their expertise in working with vulnerable households and thus also indirectly contribute the perspective of those affected. They also have contacts with relevant political representatives and authorities. Depending on the measure, they can also participate in or provide inputs to the measure	<ul style="list-style-type: none"> • Improving the situation of households that are affected by energy poverty. • Participate in the elaboration of new mitigation measures and in a dialogue with important stakeholders from the policy level. 	++	They are generally important partners to support people on the social level. They also have longstanding cooperation with political institutions. They cannot directly influence the decisions of political decision-makers and owners, but they can support them in informing and implementing	+

		(e.g., informing people about offers of help, etc.).			measures.	
3. Energy consultants	DIE UMWELTBERATUNG	They will carry out the consultations for energy-poor households planned in the project in cooperation with us and will also develop their working materials further. They will be important participants in the REACT group, as we want to use them to bring in the view of the households themselves and their experiences in the work there.	<ul style="list-style-type: none"> Improving the situation of households that are affected by energy poverty. Participate in the elaboration of new mitigation measures and in a dialogue with important stakeholders from the policy level. Further development of own information materials 	++	They themselves carry out consultations for energy poor households, i.e., they are central points of contact, to support these households. They also have longstanding cooperation with political institutions. They cannot directly influence the decisions of political decision-makers and owners, but they can support them in informing and implementing measures.	+
4. Policymakers	<ul style="list-style-type: none"> Federal Minister for Climate Action, Environment, Energy, Mobility, Innovation and Technology E-Control (energy regulator in Austria) Chamber of labour Energy Planning Department (MA20) of the City of Vienna Department of Technical Urban Renewal (MA25) of the City of Vienna Department of Social Affairs, Social and Health Law (MA40) of the City of Vienna 	They are representatives of various important bodies, all key players in the implementation and design of mitigation measures. On the one hand, they can play a key role in the development of appropriate measures and instruments, and on the other hand they can/have to play a key role in the implementation itself.	At the political level, there is a need to become more active in the field of energy poverty. The private rental sector is still completely left out, so the project offers a good opportunity to get input from the project and also to implement and develop measures. Learning from the experts and working together to learn from the experiences of other countries is also an important point.	++	Without political decisions and measures, nothing will progress in this field, so they are among the most important stakeholders here. Through them, contact can also be established with other stakeholders. At the same time, the active involvement of several political levels also increases the willingness of other relevant stakeholders to participate.	+++
5. Citizens groups / NGOs	<ul style="list-style-type: none"> Austrian Tenants' Protection Association Association for Consumer 	They can contribute their experience and the views of the groups of people	They are certainly keen to address the issue of energy poverty more closely. The	+	For the project itself, their opinion is important and an important way to get	+

	<p>Information</p> <ul style="list-style-type: none"> • Austrian Pensioners' Association (and Vienna branch organisation) • Austrian platform for single parents 	<p>they represent. This is to ensure that the newly developed or future measures are really practical and that there is a high uptake of, for example, new support services. Representatives of specific subgroups will also be invited to this end.</p>	<p>possibility to get in direct contact with political actors in a working group and to work out possibilities together to support affected persons is certainly an important driver and to be able to protect the interests of the groups they represent or to exchange views with representatives of other groups is certainly also a motivating factor.</p>		<p>input from representatives of key target groups. However, their influence on important stakeholders is rather low.</p>	
6. Utilities	<ul style="list-style-type: none"> • Wien Energie • EVN • Verbund 	<p>Utilities already have experience with various instruments to support energy poor households. They can contribute these and their feedback to ensure the feasibility and impact of the new measures, or they can also bring in their own aspects which they believe should be taken into account in our work for and with these households.</p>	<p>Utilities are obliged to implement various measures to protect vulnerable customer groups. Some already operate offices for this purpose, where they offer advice and support in case of problems with the payment of energy bills. New policy instruments that are practical in supporting these households are therefore also in their interest.</p>	++	<p>Utilities play a very important role here, as on the one hand they themselves are able (and also obliged) to implement various measures to support vulnerable households. At the same time, they also have an important role to play at the political level. Their involvement and support can therefore be crucial.</p>	+++

Stakeholder mapping (Power-Interest-Grid)

Table 3: Stakeholder categorisation / mapping for the Austrian support schemes

Power-Interest Category	Stakeholders
<i>High interest and high power (Key Players)</i>	Policymakers, Utilities
<i>Low interest, but high power (Meet their Needs)</i>	Landlords
<i>High interest, but low power (Keep informed)</i>	Social work associations, energy consultants, citizen groups / NGOs
<i>Low interest and low power (Monitor)</i>	

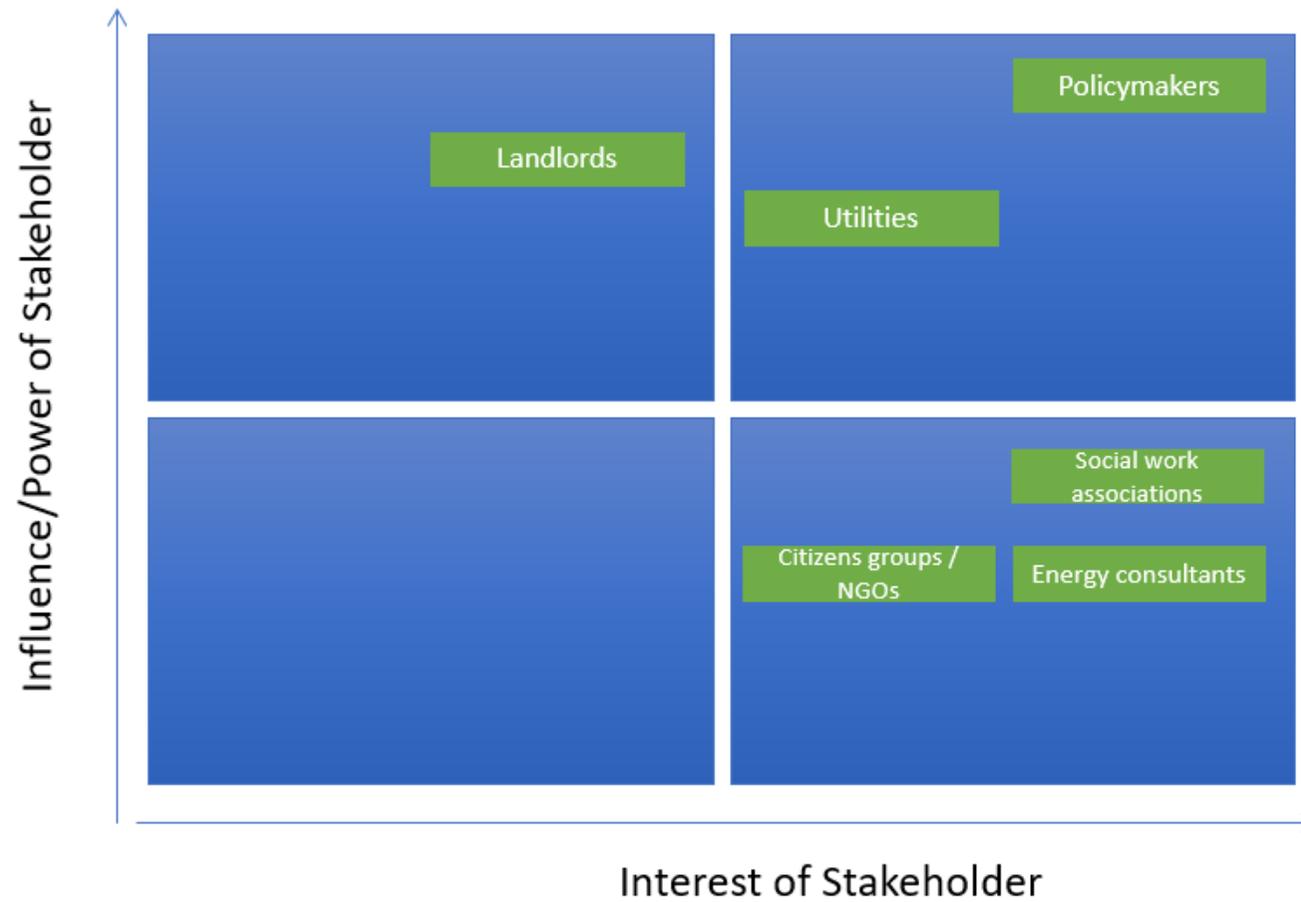


Figure 1: Power-Interest-Grid for the Austrian support schemes

Stakeholder communication/initial engagement

Table 4: Stakeholder specific barriers, incentives and communication approaches for the Austrian support schemes

Stakeholder organisation(s)	Barriers for participation	Incentives	Messaging	Communication channels
1. Landlords / Co-owners' associations	<ul style="list-style-type: none"> • Too little awareness about and/or interest in energy poverty • Fear that measures may be disadvantageous to themselves 	<p>ÖHGB is a member of UIPI and is therefore certainly motivated to participate.</p> <p>They will receive information about the possibilities they have to create additional value for themselves and their tenants and can contribute their point of view in order to develop solutions that add value for both sides - for many this is certainly an important message. It is important to show clearly that energy poverty exists and also which solutions are possible.</p>	<ul style="list-style-type: none"> • You can make a difference here and do something to improve the situation of your tenants and help mitigate energy poverty. • You can participate in the design of instruments so that they are practicable. • It is about taking into account the views of all those affected and involved, so they should also be able to contribute their perspective. 	<ul style="list-style-type: none"> • REACT group meetings • Information by email • Invitation to project events • Assistance from UIPI • News about the project via social media
2. Charitable and social work associations	<p>We have already worked together many times and there is certainly interest. We do not see any barriers at present.</p>	<p>The possibility to participate in a working group and work out ways to reduce energy poverty was the most important message. Especially since there is currently more activity regarding energy poverty at the political level here in Austria. The interest in participating in stakeholder processes on this topic is therefore high from their side.</p>	<ul style="list-style-type: none"> • They can participate in the development of measures for the private rental sector. An area that usually receives little attention. • They can participate in a working group and work out ways to reduce energy poverty 	<ul style="list-style-type: none"> • REACT group meetings • Invitation to project events • bilateral talks with former project partners • Information by email • Contact via multipliers (e.g., project partners, ministry) • News about the project via social media • contact through subcontractor
3. Energy Agency / Energy consultants	<p>We do not see any barriers here.</p>	<p>The possibility to contribute their experience and to cooperate with the political level is certainly an important point.</p> <p>Further improve their own materials (subcontractor) and promote accessibility through input</p>	<ul style="list-style-type: none"> • Contribute your experience and cooperate with the political level in the REACT group meetings to develop practical solutions. • Participate in the project to also bring in the perspective of affected households and 	<ul style="list-style-type: none"> • REACT group meetings • Invitation to project events • bilateral talks • regular contact with subcontractor • contact through subcontractor

		from us.	contribute to the development or improvement of solutions that can really help them.	
4.Policymakers / Public institutions	In general, too little awareness of the problem or the impression that something is not really being achieved through participation could be a barrier. However, we think that in our cases there are no real barriers besides possible timing problems.	Focus on the private sector is important. Energy poverty is already an issue that has not yet been intensively addressed at the political level in Austria, especially in the private sector. So, this is an important unique selling point and shows that they can really add value by their involvement. From our point of view, it is also important to show that we really want to ensure an uptake by involving both sides from the private sector, both landlords and tenants.	<ul style="list-style-type: none"> • Their overall objective is to combat energy poverty and make further progress in this area. Through the project, they have the opportunity to receive input from experts and thus to receive assistance in the development of new policy instruments. • Learning from the experts and working together to learn from the experiences of other countries is also an important point. • They can participate in the development of measures for the private rental sector. An area that usually receives little attention. 	<ul style="list-style-type: none"> • REACT group meetings • Invitation to project events • bilateral talks with contact persons • Information by email • contact through subcontractor (also has co-operations with political level)
5.Citizens groups / NGOs	Possibly a lack of awareness of the issue. Perhaps they do not see a direct connection between the topic or the working group and their own agendas. We think, however, that most of them are certainly interested.	To bring in the interests of the groups of people they represent. If they have not yet addressed the issue of energy poverty in a targeted manner, a discussion in the form of a working group will certainly be of great interest to them.	<ul style="list-style-type: none"> • Get in direct contact with political actors in a working group and work out possibilities together to support energy poor households. • Certain target groups are more affected by energy poverty than others (e.g., elderly and single parents), especially in the private rental sector. ENPOR wants to develop solutions for these people and you can participate. 	<ul style="list-style-type: none"> • REACT group meetings • Information by email • Invitation to project events • News about the project via social media
6.Utilities	From our experience, the cooperation works well and there is also an interest in participating in projects. We see no relevant barriers here.	Utilities are obliged to implement various measures to protect vulnerable customer groups. Some already operate offices for this purpose, where they offer advice and support in case of problems with the payment of energy bills.	<ul style="list-style-type: none"> • The issue of energy poverty is also relevant for them. Being able to actively participate here and also to develop and evaluate mitigation concepts together with the political level is already an important message, which, in 	<ul style="list-style-type: none"> • REACT group meetings • Invitation to project events • bilateral talks with contact persons • Information by email • contact through subcontractor

		<p>New policy instruments that are practical in supporting these households are therefore also in their interest.</p> <p>Utilities already have experience with various instruments to support energy poor households. They can contribute these and their feedback to ensure the feasibility and impact of the new measures, or they can also bring in their own aspects which they believe should be taken into account in our work for and with these households.</p>	<p>our experience, usually leads to a willingness to participate.</p>	<p>(also has co-operations)</p> <ul style="list-style-type: none"> • Contact via multipliers (e.g., project partners, ministry) • News about the project via social media
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Involvement of energy poor tenants

Table 5: Planning the involvement of energy poor tenants in the co-creation process for the Austrian support schemes

Target (Sub)Group(s) of support scheme	Resourcing (required inputs and barriers to be addressed)	Planning (engagement target(s), timeline, number of tenants to be involved)	Recruiting (means and channels of outreach (intermediary organisations), messaging)	Sensitizing (mode, content, timeline)	Facilitation (tools, methods, setup, documentation)	Evaluation (analysis and preparation of results for REACT groups)
Energy poor households in urban areas	Participation via online formats will be difficult. Personal contact is preferable in any case. In our case, this will be done via our subcontractor, which already provides consulting services for energy poor households (adapted to current framework conditions). They	Our subcontractor will as part of its consultations with households, make them aware of a possible involvement in the project. However, we do not want to "force" anyone to participate. It is also possible that only interviews will be conducted as part of	Our subcontractor (Umweltberatung) will serve as an intermediary in the project and will directly approach households during its consultancy activities and inform them about the project. In doing so, they will be informed about what our goals are and what opportunity they would have to get involved. The current plan is to	As part of the counselling sessions by an established counselling organization for energy poor households.	Conversations with energy poor individuals are documented by our intermediary.	As part of the project, affected households will also provide feedback for the materials developed. The feedback from the households from the interviews (what are their problems, wishes? What concrete support do they need?) are to

	<p>already enjoy the trust of many households and have a good reputation. This would also make it easier to overcome possible reservations.</p>	<p>these conversations in order to record the input of the households.</p>	<p>involve the households in the energy consultations and not to organise a focus group or workshop, as there are generally reservations about participation in such activities among our target group and it is not possible to implement this physically due to the current pandemic conditions. A virtual implementation with the target group is considered not be effective. Conversations with energy poor individuals are documented by our intermediary.</p>			<p>be evaluated and presented to the REACT group. Above all, it is also important to present this content to the Landlords in order to also address their perspective on the identified issues. Whether a joint event of energy poor tenants and landlords could be organized is still being considered, but is not certain.</p>
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3.3.2 Germany (WI)

Table 6: Short policy overview for the German support schemes

ENPOR Partner	Country	Name of Support Scheme	Short description	Obstacles and challenges	Policy design improvements
WI	Germany	Provision of heating related energy advice and low-cost technical devices within the ElectricitySavingCheck (ESC)	Further development of the heating advice component to improve its overall impact and extend its application to other locations.	<ul style="list-style-type: none"> • Receive data for monitoring / evaluation purposes • Reach out to / recruit tenants during the pandemic • Differentiation of approach between low-income households and welfare recipients? • Achieve sustained behavioural changes against the backdrop of no monetary gain prospects (welfare recipients). • Possible loss of information during the consultation 	<ul style="list-style-type: none"> • Increase effectiveness of current approach in terms of energy savings (only low-income households) / building substance protection (incentive for landlords) / health protection / sustained behavioural change / perceived comfort levels? • Improve outreach in terms of scale and / or scope • Improve data access as a basis for identifying advice potentials and impact monitoring
WI	Germany	Pre-paid metering EnergieRevolte (PPM)	Free switch from existing electricity provider to a digital prepaid meter that can be monitored by customers and charged just-in-time via a smartphone app or online interface.	<ul style="list-style-type: none"> • Availability of data • Time-delayed consumption display • Perception is not oriented to end devices / end use; • Technical implementation • Acceptance (Resistance) of consulting contents; individual display of savings tips (connecting usage data with display database) • Restricted budget (practice partner side), related effects on time schedule • Recent roll-out of a new interface 	<ul style="list-style-type: none"> • Evaluation of the app: effect on energy consumption, user structure and experience • Development of ideas for integrating energy-saving tips into the app (presumably only electricity-related) • Improvement of the consumption display and incentives to carefully use electricity.

Table 7: Stakeholder identification and analysis for the German support schemes

Stakeholder Group	Representative organisation(s)	Expected contributions	Interests (Evaluation of relation to the project (opposed/supportive): --, -, 0, +, ++)	Power (Evaluation of relation to the project: o, +, ++, +++)
1. Landlords / Co-Owner / Tenant Associations	• Haus & Grund (ESC)	<ul style="list-style-type: none"> • Represent interest / perspective of their members • Support recruitment • Dissemination of results among members • (Support the implementation of technical measures) 	<ul style="list-style-type: none"> • Protection of building substance • Support tenants • Contribute to climate protection in the building sector 	<ul style="list-style-type: none"> • Dissemination of advice offer
	• Tenant association Düsseldorf (ESC)	<ul style="list-style-type: none"> • Represent interest / perspective of their members • Support recruitment • Dissemination of results among members 	<ul style="list-style-type: none"> • Improve situation of target group • Learn about measures • Exchange with landlords 	<ul style="list-style-type: none"> • Dissemination of advice offer • Access to members
2. Charitable and social work organisations	• Caritas (ESC/PPM)	<ul style="list-style-type: none"> • Insights to the SSC setup and practical challenges • Experiences with previous experiments • Information on the consumption behaviour of energy-poor households, effectiveness of consumption visualization, barriers to the implementation of electricity-saving measures. 	<ul style="list-style-type: none"> • Improve situation of target group • Further develop heating related advice • Learn about effectiveness of different measures / approaches 	<ul style="list-style-type: none"> • Implementing organization • Dissemination of prepaid-meter solutions

3. Energy Agency / Energy consultants	• Energie Agentur NRW (ESC)	<ul style="list-style-type: none"> • Insights to the SSC setup and practical challenges • Experiences with previous experiments 	<ul style="list-style-type: none"> • The Energy Agency is implementing partner of the ElectricitySavingCheck 	++	• Implementing partner	++
	• Energy consultant (ESC/PPM)	<ul style="list-style-type: none"> • Insights to the SSC setup and practical challenges • Experiences with previous experiments 	<ul style="list-style-type: none"> • Improve situation of target group • Further develop heating related advice • Learn about effectiveness of different measures / approaches 	++	• Implementing partner	++
4. Policy makers / public institutions	• Environmental Office Düsseldorf (ESC)	<ul style="list-style-type: none"> • Identify potential synergies / new ways of outreach 	<ul style="list-style-type: none"> • Improve situation of target group • Contribute to communal climate targets 	++	• Finance of support measure	+++
	• Social Welfare Office Düsseldorf (ESC)	<ul style="list-style-type: none"> • Provide insights on target group • Identify potential synergies / new ways of outreach 	<ul style="list-style-type: none"> • Improve situation of target group • 	++	• Dissemination of advice offer	+
	• Job Center Düsseldorf (ESC)	<ul style="list-style-type: none"> • Provide insights on target group • Identify potential synergies / new ways of outreach 	<ul style="list-style-type: none"> • Improve situation of target group • Reduced spending on heating costs coverage 	++		+

	<ul style="list-style-type: none"> • Communal housing company SWD (ESC) 	<ul style="list-style-type: none"> • Dissemination of results • Support recruitment 	<ul style="list-style-type: none"> • Image / Corporate social responsibility 	+		+
5.Citizens groups / NGO	<ul style="list-style-type: none"> • Consumer Association (ESC/PPM) 	<ul style="list-style-type: none"> • Provide insights on target group / effective ways of energy advice • Information on the consumption behaviour of energy-poor households, effectiveness of consumption visualization, barriers to the implementation of electricity-saving measures. 	<ul style="list-style-type: none"> • Improve situation of target group • Exchange about digital, behavioural and innovative energy saving measures 	++	<ul style="list-style-type: none"> • Dissemination of advice offer • Dissemination of prepaid-meter solutions 	++
6.Utilities	<ul style="list-style-type: none"> • Utility of Düsseldorf (ESC) 	<ul style="list-style-type: none"> • Target group identification / recruitment 	<ul style="list-style-type: none"> • Improve situation of target group • Learn about effective measures for consulting customers 	+	<ul style="list-style-type: none"> • Access to data on target group energy use • Dissemination of advice offer 	++
	<ul style="list-style-type: none"> • Working Group for the Economical Use of Energy and Water (ASEW) (ESC/PPM) 	<ul style="list-style-type: none"> • Dissemination of results • Represent perspective of utilities • Multiplier (for pre-paid White-Label Solution) 	<ul style="list-style-type: none"> • Learn about effective measures for consulting customers • Contribute to communal climate targets • Learn about digital, behavioural and innovative energy saving measures 	0	<ul style="list-style-type: none"> • Dissemination of project results 	0
	<ul style="list-style-type: none"> • EnergieRevolve (PPM/ESC) 	<ul style="list-style-type: none"> • Technical implementation, data provision 	<ul style="list-style-type: none"> • Improve service for customers • Learn about target 	++/+	<ul style="list-style-type: none"> • Implementing partner 	+++/0

			group			
	<ul style="list-style-type: none"> • Utility of Düren (PPM) 	<ul style="list-style-type: none"> • Technical support for app development 	<ul style="list-style-type: none"> • Improve situation of target group • Parent company of EnergieRevolte 	++	<ul style="list-style-type: none"> • Withhold financial/technical support 	+
7. Academia / Research organisations	<ul style="list-style-type: none"> • Wuppertal Institute 	<ul style="list-style-type: none"> • Structure and organize the process • Provide research-based insights on effective consultation approaches • (Co-)Develop evaluation concept including indicators and data collection tools 	<ul style="list-style-type: none"> • Improve situation of target group • New scientific subject • Identify practical challenges of theoretical approaches 	++	<ul style="list-style-type: none"> • Scientific analysis, • No implementation role • Results provide arguments for political and financial support 	++
	<ul style="list-style-type: none"> • Academic experts (ESC/PPM) 	<ul style="list-style-type: none"> • Provide research-based insights on effective consultation approaches (with a focus on digital applications) • (Co-)Develop evaluation concept including indicators and data collection tools 	<ul style="list-style-type: none"> • Improve situation of target group • New scientific subject • Identify practical challenges of theoretical approaches 	++	<ul style="list-style-type: none"> • Important knowledge on behavioural approaches • Scientific analysis, research-based solutions • Results provide arguments for political and financial support 	++

Table 8: Stakeholder categorisation / mapping for the German ESC support scheme

Power-Interest Category	Stakeholders
<i>High interest and high power (Key Players)</i>	Municipality, Utility, Social / charitable organisations
<i>Low interest, but high power (Meet their Needs)</i>	Landlords, Co-owner Association
<i>High interest, but low power (Keep informed)</i>	Energy agency/Energy consultants, NGOs, Academia, Energy-poor households, Tenants association
<i>Low interest and low power (Monitor)</i>	

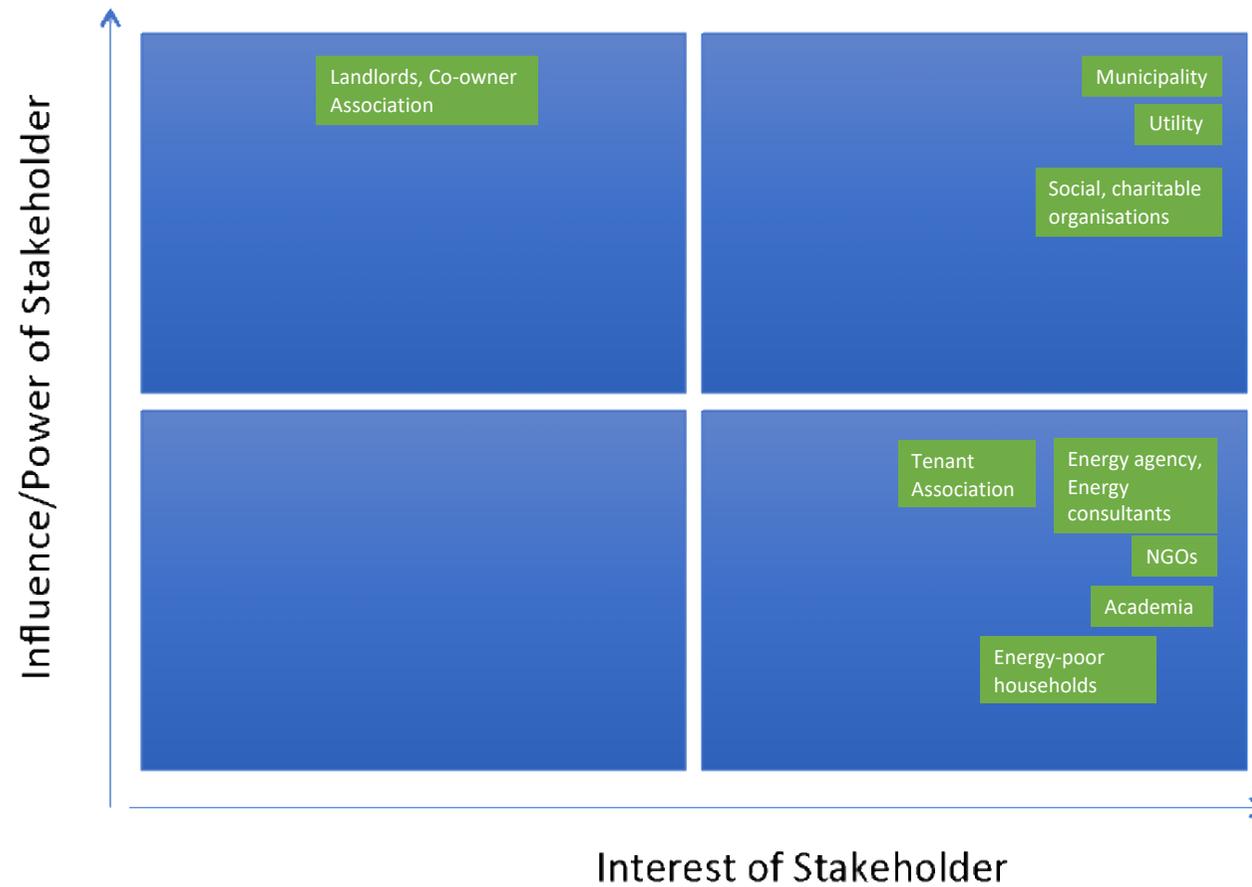


Figure 2: Power-Interest-Grid for the German ESC support scheme

Table 9: Stakeholder categorisation / mapping for the German PPM support scheme

Power-Interest Category	Stakeholders
<i>High interest and high power (Key Players)</i>	Municipality, Utility, Energy-poor households
<i>Low interest, but high power (Meet their Needs)</i>	
<i>High interest, but low power (Keep informed)</i>	Social / charitable organisations, Energy agency/Energy consultants, NGOs, Academia
<i>Low interest and low power (Monitor)</i>	Landlords, Co-owner Association

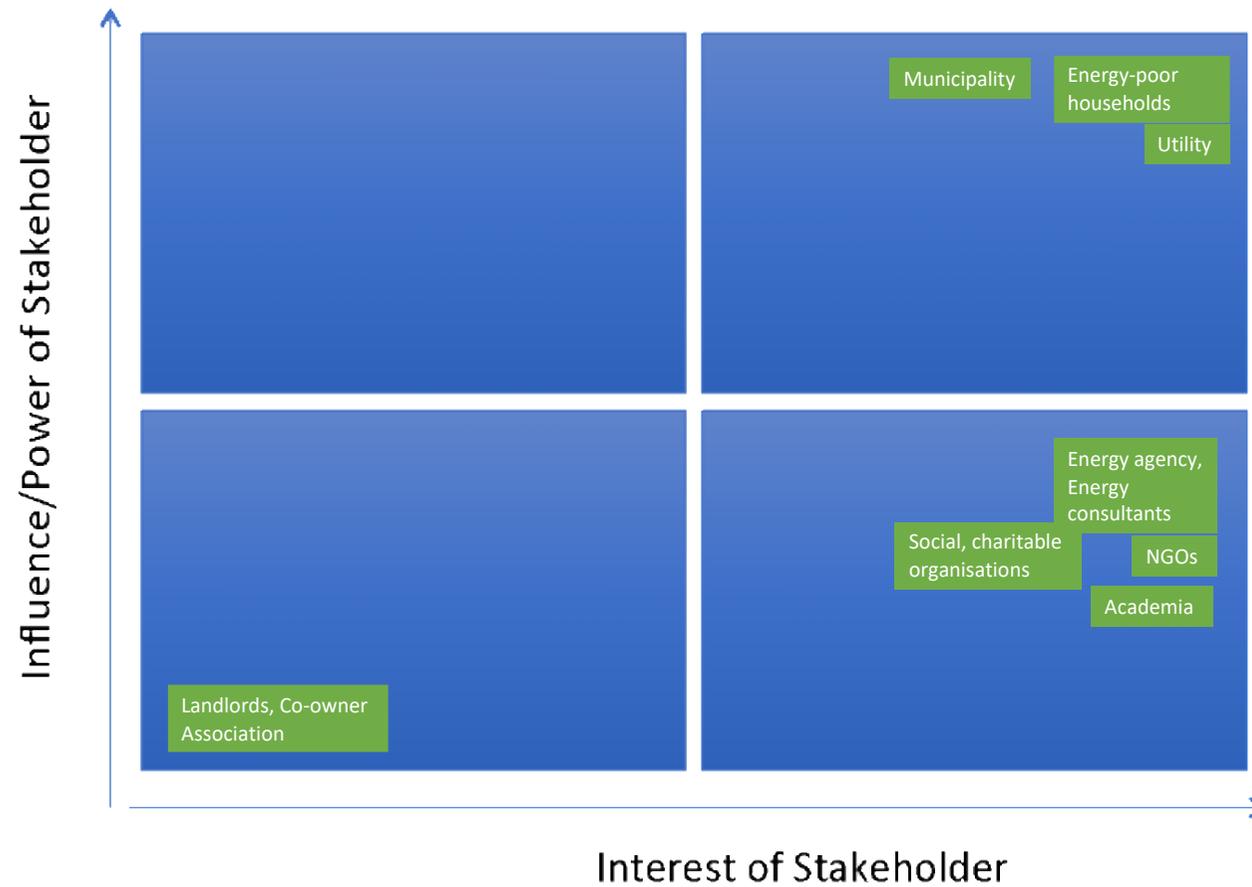


Figure 3: Power-Interest-Grid for the German PPM support scheme

Stakeholder communication/initial engagement

Table 10: Stakeholder specific barriers, incentives and communication approaches for the German support schemes

Stakeholder organisation(s)	Barriers for participation	Incentives	Messaging	Communication channels
1.Landlords / Co-owners Associations	<ul style="list-style-type: none"> • Lack of time • Lack of interests • Competing projects 	<ul style="list-style-type: none"> • Building substance protection • Improved Landlord-tenant relationship 	<ul style="list-style-type: none"> • Chance to contribute their point of view to develop good solutions for both sides, • Project does not consider property owners as a problem but as part of the solution 	<ul style="list-style-type: none"> • REACT group meetings • Information by email • Phone
2.Charitable and social work associations	<ul style="list-style-type: none"> • Lack of time • Lack of resources 	<ul style="list-style-type: none"> • Improve the situation of affected households • Increase awareness of the issue among relevant actors • Secure financial support for the program 	<ul style="list-style-type: none"> • Platform to increase awareness of their role and the project. 	<ul style="list-style-type: none"> • REACT group meetings • Information by email • Phone • Bilateral meetings
3.Energy consultants	<ul style="list-style-type: none"> • Lack of time 	<ul style="list-style-type: none"> • Improving own consulting capacities • access to new information • increased awareness of the issue • Networking 	<ul style="list-style-type: none"> • Opportunity of increased involvement in energy poverty related developments, • Platform to learn about and share best practice • Learn about new tools and information to improve energy consulting • Greater understanding of behavioural aspects of citizen`s use of energy • Improved cooperation with involved organizations 	<ul style="list-style-type: none"> • REACT group meetings • Information by email • Phone
4.Policy makers / Public institutions	<ul style="list-style-type: none"> • Lack of time • Competing projects 	<ul style="list-style-type: none"> • Meeting environmental targets • Overcoming energy poverty • Social responsibility • Learn about effective measures • Increased political legitimacy • Public dialogue • Access to information 	<ul style="list-style-type: none"> • Policy engagement • Awareness raising on the key issues • Chance to overcome urban energy poverty • Knowledge exchange • Defragmentation of initiatives/departments 	<ul style="list-style-type: none"> • REACT group meetings • Information by email • Phone
5.Citizens groups / NGOs	<ul style="list-style-type: none"> • Lack of time • Competing projects 	<ul style="list-style-type: none"> • Access to information • Improve own consulting capacities 	<ul style="list-style-type: none"> • Chance to speak for the groups they represent 	<ul style="list-style-type: none"> • REACT group meetings • Information by email

		<ul style="list-style-type: none"> Strengthen energy democracy Direct involvement in related programme/product development 	<ul style="list-style-type: none"> Increase awareness. Enable citizens to save money Knowledge exchange Networking 	<ul style="list-style-type: none"> Phone
6. Utilities	<ul style="list-style-type: none"> Lack of time Lack of interest 	<ul style="list-style-type: none"> Fewer utility bill debtors Obligation to protect vulnerable customer groups and achieve energy efficiency Direct involvement in related programme/product development 	<ul style="list-style-type: none"> Opportunity to actively contribute to the issue and evaluate mitigation concepts together with other stakeholders Chance to promote corporate social responsibility strategies and build stronger customer relationships Chance to increase financial stability by reducing the number of customers in utility debt / debt management costs 	<ul style="list-style-type: none"> REACT group meetings Information by email Phone
7. Others	<ul style="list-style-type: none"> Lack of time Lack of interest 	<ul style="list-style-type: none"> Better living conditions for target groups. 	<ul style="list-style-type: none"> Potential cooperation on fulfilling the (corporate) social responsibility goals 	<ul style="list-style-type: none"> REACT group meetings Information by email Phone

Involvement of energy poor tenants

Table 11: Planning the involvement of energy poor tenants in the co-creation process for the German support schemes

Target (Sub)Group(s) of support scheme	Resourcing (required inputs and barriers to be addressed)	Planning (engagement target(s), timeline, number of tenants to be involved)	Recruiting (means and channels of outreach (intermediary organisations), messaging)	Sensitizing (mode, content, timeline)	Facilitation (tools, methods, setup, documentation)	Evaluation (analysis and preparation of results for REACT groups)
1. Welfare recipients and low-income households	<p><u>Resources:</u> results of preparatory analyses (WP2) and the initial policy proposal (WP3). Calculate the financial and human resources to purchase and</p>	<p><u>Intermediaries:</u> Energy advisors of energy poor households. <u>Format:</u> Discussion and common brainstorming in a video conference,</p>	<p><u>Recruitment:</u> via the implementing partner Caritas, using the specific setup of the SSC and involve advisors representing both providers and potential recipients of</p>	<p><u>Preparatory actions:</u> familiarize participants with concept and target and make bilateral contact before the session and start building a trustworthy relationship. Collect</p>	<p>Introduce the project and process. Create a trusting environment, choose appropriate tools and methods: communicate the session as a safe space, observe</p>	<p>Capture participants' stated perspectives, summarize them to inform the redesign of the measure. Evaluate inputs with regard to practicality</p>

	<p>deliver material or immaterial incentives for participation (bulbs/energy advice).</p> <p><u>Barriers:</u> Lack of interest, lack of trust, lack of time, lack of resources, lack of ICT hardware or skills, cultural differences, lack of trust, low visibility?</p>	<p>appr. 5-10 participants involved.</p> <p><u>Timeline:</u> Session to take place before the first REACT Group meeting, 2nd session in between the Group meetings.</p> <p><u>Messaging:</u> Chance to shape programmes to better match the needs of energy poor households and improve health and comfort.</p>	<p>heating advice.</p>	<p>preliminary ideas and questions for the session and anticipate potential issues.</p> <p>Provide a document outlining the concept, process and target of the co-design in a concise and easily understandable manner.</p>	<p>individual needs and group dynamics to recalibrate process if necessary.</p> <p>Ice-breaker activity to learn personal things about group members.</p>	<p>and administrative restrictions and requirements.</p> <p>Impact monitoring of the redesigned policy: Examine development of comfort levels, adoption of advised measures, heating cost bills</p>
<p>2. Customers of the EnergieRevolte using the smart metering</p>	<p><u>Resources:</u> results of preparatory analyses (WP2) and the initial policy proposal (WP3).</p> <p><u>Barriers:</u> lack of interest</p>	<p><u>Engagement / Format:</u> Customer survey</p> <p><u>Timeline:</u> Survey to take place before the first REACT Group meeting</p> <p><u>Messaging:</u> Chance to shape programmes to better match the needs of the customers</p>	<p><u>Recruitment:</u> via the implementing partner EnergieRevolte, using their access to their customers</p>	<p><u>Preparatory actions:</u> Brief introduction of the survey explaining the purpose and concept. No building up of a trustworthy relationship.</p>	<p><u>Tool:</u> Online survey, Facebook chat.</p> <p>Clarify purpose of each question.</p> <p>Communicate the exchange as a safe space, observe individual needs and group dynamics to recalibrate process if necessary.</p> <p>Technics: prepare possible questions with a Likert scale and also include open questions</p>	<p>Capture participants' stated perspectives, summarize them to inform the redesign of the measure.</p> <p>Evaluate inputs with regard to practicality and administrative restrictions and requirements.</p> <p>Impact monitoring of the redesigned policy via second survey</p>

3.3.3 Estonia (TREA)

Table 12: Short policy overview for the Estonian support scheme

ENPOR Partner	Country	Name of Support Scheme	Short description	Obstacles and challenges	Policy design improvements
TREA	EE	National reconstruction grant (grant for renovation)	The grant is designed for associations and communities wishing to reconstruct their apartment buildings as completely as possible. It may cover a percentage of total project cost depending on the level of integration in the reconstruction of the relevant apartment building.	National renovation grant has been identified by the legislator as one of the policies for reducing the energy poverty. However, we see that the implementation of the grant does not address energy poverty directly nor does it take into the consideration some of the more specific problems of energy poverty of the households (including hidden energy poverty, poverty in rented households etc.).	"TREA will develop a better focus how to address energy poverty through renovations, improving living conditions of vulnerable households and a better housing stock in City of Tartu. The process of renovation will be improved with more information available for the tenants on PRS, aligning regional to national policies.

Identification and analysis of stakeholders

Table 13: Stakeholder identification and analysis for the Estonian support scheme

Stakeholder Group	Representative organisation(s)	Expected contributions	Interests (Evaluation of relation to the project (opposed/supportive): -, --, 0, +, ++)	Power (Evaluation of relation to the project: 0, +, ++, +++)
1. Landlords / Co-owners' associations	• The Estonian Union of Co-operative Housing Associations (EKÜL)	• Input about the needs of housing cooperations	• Improve/inform the living conditions of the inhabitants and improve the real estate value	+++
	• Union of Co-operative Housing Associations of Tartu (TARKÜL)	• Input about the needs of housing associations		++

	<ul style="list-style-type: none"> Estonian Homeowners Association (Eesti Omanike Keskkliit) 	<ul style="list-style-type: none"> Input about the needs of homeowners 		++		+
2.Charitable and social work associations	<ul style="list-style-type: none"> Food Bank (MTÜ Toidupank) 	<ul style="list-style-type: none"> Input about the scale and regions for economically disadvantaged households 	<ul style="list-style-type: none"> Support people in immediate need 	+	<ul style="list-style-type: none"> Informing and sharing the knowledge 	+
3.Energy consultants	<ul style="list-style-type: none"> Tartu Regional Energy Agency (TREA) 	<ul style="list-style-type: none"> Coordination and technical expertise 	<ul style="list-style-type: none"> Technical expertise of refurbishments. Knowledge about energy performance and good indoor climate 	+++	<ul style="list-style-type: none"> Informing and sharing the knowledge 	+
	<ul style="list-style-type: none"> Energy Agency of Tallinn 	<ul style="list-style-type: none"> Technical expertise of refurbishments 		+		+
	<ul style="list-style-type: none"> Energy Agency of Saaremaa 	<ul style="list-style-type: none"> Technical expertise of refurbishments 		+		+
4.Policymakers / Public institutions	<ul style="list-style-type: none"> Tartu City Government 	<ul style="list-style-type: none"> Input about the potential role of municipalities 	<ul style="list-style-type: none"> Increase the energy performance of buildings, improve the quality of housing, reduce energy poverty 	++	<ul style="list-style-type: none"> Informing and improving local regulations 	+++
	<ul style="list-style-type: none"> Tartu Municipality 			+		++
	<ul style="list-style-type: none"> Luunja Municipality 			+		++
	<ul style="list-style-type: none"> Kambja Municipality 			+		++
	<ul style="list-style-type: none"> Nõo Municipality 			+		++
	<ul style="list-style-type: none"> Elva Municipality 			+		++
	<ul style="list-style-type: none"> Rakvere City Government 			++		++
	<ul style="list-style-type: none"> Ministry of Economic Affairs and Communication 	<ul style="list-style-type: none"> Redesign of the refurbishment policy 		++	<ul style="list-style-type: none"> Improving national policies 	++
	<ul style="list-style-type: none"> Ministry of Finance 			<ul style="list-style-type: none"> Reduce energy poverty 		++

	<ul style="list-style-type: none"> SA KredEx 		<ul style="list-style-type: none"> Provide the building refurbishment grant and inform the housing associations 	++		+++
5.Citizens groups / NGOs	<ul style="list-style-type: none"> Annelinna society (MTÜ Annelinna selts) 	<ul style="list-style-type: none"> Input about the needs of citizens 	<ul style="list-style-type: none"> Improve/inform the living conditions of the inhabitants and improve the overall appeal of the district 	+	<ul style="list-style-type: none"> Access to the building associations in the district 	+
	<ul style="list-style-type: none"> Karlova society (MTÜ Karlova selts) 			+		+
	<ul style="list-style-type: none"> Supilinna society (MTÜ Supilinna Selts) 			+		+
	<ul style="list-style-type: none"> Tartu Association of the Sustainable Renovation Information Center (MTÜ Säästva renoveerimise infokeskus Tartu ühendus) 	<ul style="list-style-type: none"> Technical expertise of refurbishments 	<ul style="list-style-type: none"> Promote the concept and provide the knowledge about sustainable renovation 	+		+
6.Utilities	<ul style="list-style-type: none"> Kvatro 	<ul style="list-style-type: none"> Selection of risk-sensitive neighbourhoods 	<ul style="list-style-type: none"> Commercial interests 	++	<ul style="list-style-type: none"> Access to the data of domestic customers 	++
	<ul style="list-style-type: none"> FORTUM 			+		+++
	<ul style="list-style-type: none"> Elektrilevi 			+		+++
	<ul style="list-style-type: none"> Eesti Gaas 			+		+++
	<ul style="list-style-type: none"> Tartu Veevärk 			+		+++
	<ul style="list-style-type: none"> TELIA 			+		+++
	<ul style="list-style-type: none"> Ropka Dwelling (Ropka elamu OÜ) 			++		++
	<ul style="list-style-type: none"> Tartu Housing management (Tartu Elamuhaldus) 			++		++
7.Other	<ul style="list-style-type: none"> Universities; TBC 	<ul style="list-style-type: none"> Selection of risk-sensitive neighbourhoods 	<ul style="list-style-type: none"> Improve/inform the living conditions of the students 	+	<ul style="list-style-type: none"> Providing housing to some of the students, informing and sharing the knowledge 	++(+)

	• Student societies; TBC			+	• Informing and sharing the knowledge	+
	• Real estate companies (3-4); TBC		• Commercial interests	+	• Access to the finance and data for improving the living conditions	++
	• Real estate development companies (3-4); TBC			++		++
	• Construction companies	• Readiness for retrofitting		+		++
	• Commercial Banks	• Commercial loans for retrofitting		++		+++

Stakeholder mapping (Power-Interest-Grid)

Table 14: Stakeholder categorisation / mapping for the Estonian support scheme

Power-Interest Category	Stakeholders
High interest and high power (Key Players)	Policy makers: Ministry of Economic Affairs, Ministry of Finance, City of Tartu, City of Rakvere; SA KredEx; Commercial Banks: SEB Bank; Real Estate Developers; Housing Associations Umbrellas: EKÜL, TARKÜL
Low interest, but high power (Meet their Needs)	Tartu Municipality, Luunja Municipality, Kambja Municipality, Nõo Municipality, Elva Municipality; Service Providers: FORTUM, Elektrilevi, Eesti Gaas, TELIA, Tartu Veevärk; Universities: University of Tartu, University of Life Sciences; Real Estate Companies;
High interest, but low power (Keep informed)	Student Societies; Energy Agencies: Tallinn, Saaremaa; Neighbourhood Organisations: Anelinn, Karlova;
Low interest and low power (Monitor)	Expert organisations: Säästva Renoveerimise Infokeskus; Social Service Providers: Food Bank; Maintenance Service Providers: Ropka Elamu, Tartu Elamuhaldus

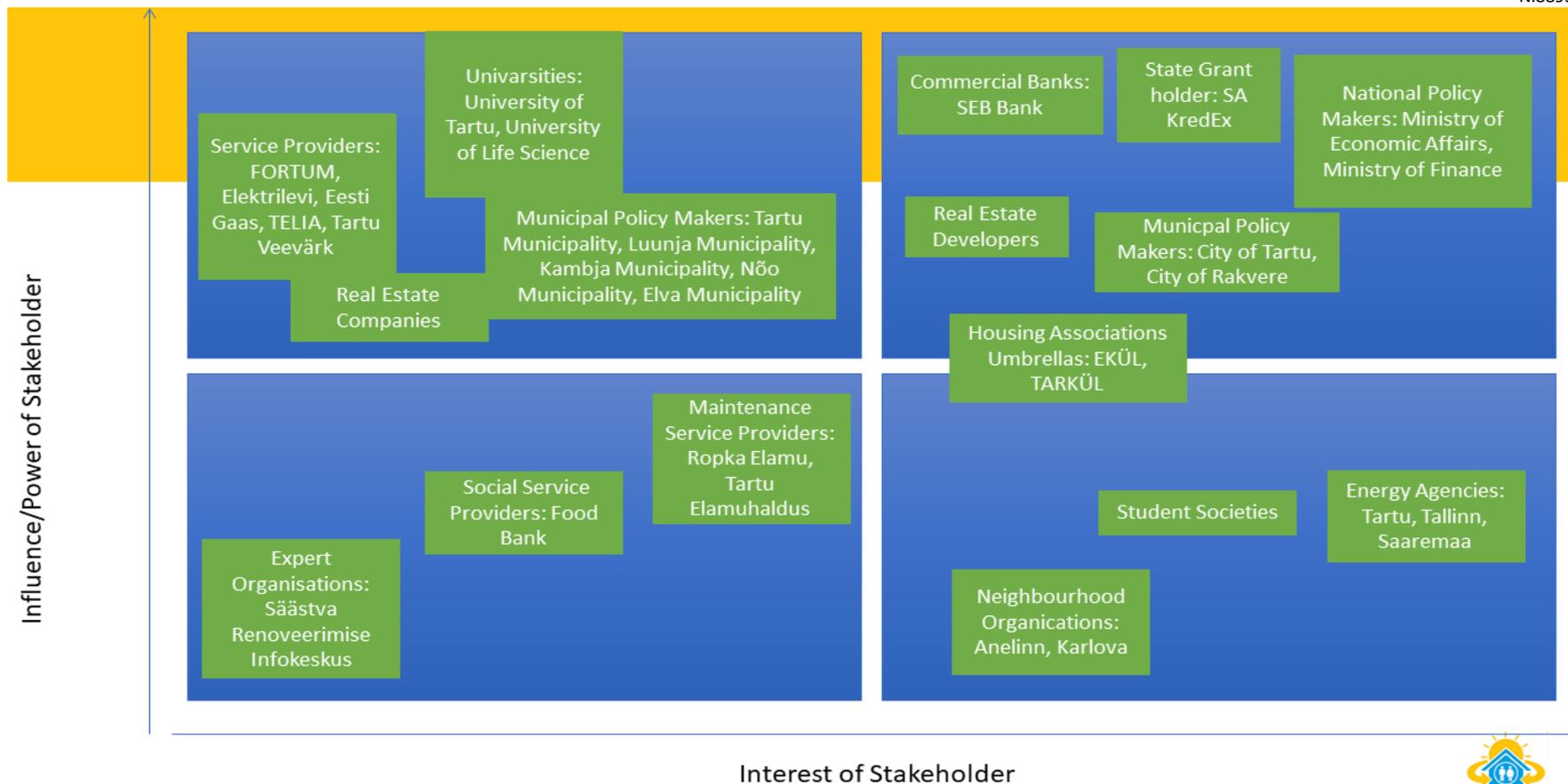


Figure 4: Power-Interest-Grid for the Estonian support scheme

Stakeholder communication/initial engagement

Table 15: Stakeholder specific barriers, incentives and communication approaches for the Estonian support scheme

Stakeholder organisation(s)	Barriers for participation	Incentives	Messaging	Communication channels
1.Landlords	<ul style="list-style-type: none"> • Lack of time • Competing projects 	<ul style="list-style-type: none"> • Improved living conditions 	<ul style="list-style-type: none"> • Potential cooperation on developing more inclusive refurbishment policy 	<ul style="list-style-type: none"> • REACT group meetings • Information by email
2.Charitable and social work associations	<ul style="list-style-type: none"> • Lack of time • Lack of resources 	<ul style="list-style-type: none"> • Improved living conditions 	<ul style="list-style-type: none"> • Improving the living conditions 	<ul style="list-style-type: none"> • REACT group meetings • Information by email
3.Energy consultants	<ul style="list-style-type: none"> • Lack of time 	<ul style="list-style-type: none"> • Reduced carbon footprint • Access to new knowledge 	<ul style="list-style-type: none"> • Increased expertise and knowledge 	<ul style="list-style-type: none"> • REACT group meetings • Information by email
4.Policymakers / Public institutions	<ul style="list-style-type: none"> • Lack of time • Competing projects 	<ul style="list-style-type: none"> • Improved housing/living conditions • Reduced carbon footprint • Improved legislation • Access to new knowledge 	<ul style="list-style-type: none"> • Increased expertise and knowledge about energy poverty • Potential cooperation on developing more inclusive refurbishment policy and fulfilling the municipal/national goals for refurbishment 	<ul style="list-style-type: none"> • REACT group meetings • Information by email
5.Citizens groups / NGOs	<ul style="list-style-type: none"> • Lack of time • Competing projects 	<ul style="list-style-type: none"> • Improved housing • Reduced carbon footprint • Improved legislation • Access to new knowledge • Improved living conditions; improved neighbourhoods 	<ul style="list-style-type: none"> • Potential cooperation on developing municipal renovation grant 	<ul style="list-style-type: none"> • REACT group meetings • Information by email
6.Utilities	<ul style="list-style-type: none"> • Lack of time • Lack of interest 	<ul style="list-style-type: none"> • Fewer utility bill debtors 	<ul style="list-style-type: none"> • Potential cooperation on fulfilling the corporate social responsibility goals 	<ul style="list-style-type: none"> • REACT group meetings • Information by email
7.Others	<ul style="list-style-type: none"> • Lack of time • Lack of interest 	<ul style="list-style-type: none"> • Better living conditions for students. • Higher real estate prices • Benefit from renovation work. Work and profit for the company 	<ul style="list-style-type: none"> • Potential cooperation on fulfilling the (corporate) social responsibility goals 	<ul style="list-style-type: none"> • REACT group meetings • Information by email

Involvement of energy poor tenants

Table 16: Planning the involvement of energy poor tenants in the co-creation process for the Estonian support scheme

Target (Sub)Group(s) of support scheme	Resourcing (required inputs and barriers to be addressed)	Planning (engagement target(s), timeline, number of tenants to be involved)	Recruiting (means and channels of outreach (intermediary organisations), messaging)	Sensitizing (mode, content, timeline)	Facilitation (tools, methods, setup, documentation)	Evaluation (analysis and preparation of results for REACT groups)
<p>1.Students renting private apartments 2.Tenants of potentially renovated buildings</p>	<p>The participation of the energy poor households will be achieved through the Housing Management Companies as intermediaries, which participate in the REACT Group. Therefore, all the produced material and the presented information by ENPOR project will be available, while the potential barriers will be addressed effectively with the aid of the Housing Management Companies.</p>	<p>The design of the engagement activities will be conducted in close cooperation with the Housing Management Companies, which participate in the REACT Group. The most effective type will be selected taking into account the current pandemic conditions.</p>	<p>Workshops or focus groups will be organised exploiting the existing structures of the Housing Management Companies.</p>	<p>The preparation of the planned activities will be implemented in collaboration with the involved Housing Management Companies. The involvement of the selected Housing Management Companies will create trust, which is considered as essential for the active participation of the energy poor households. The energy poor households must feel the value of their engagement as depicted in the formulated proposals in order to stay engaged.</p>	<p>The procedure for the effective engagement of the energy poor households has not yet been defined. In any case, the design of the procedure will be conducted in close cooperation with the Housing Management Companies, so as to take into consideration the characteristics of the energy poor households. In any case, the compliance with the GDPR regulation and the compiled ethics guide will be ensured.</p>	<p>The evaluation and communication of the concluded outcomes will be implemented through the iterative and interactive co-creation process between the tenant/landlord groups and the REACT group.</p> <p>It should be noted that Housing Management Companies and landlord associations participate in the REACT Group providing the opportunity to discuss the main outcomes on a common basis.</p> <p>The potential joint event of energy poor tenants and landlords can be considered as an alternative option.</p>

3.3.4 Greece (CRES/UPRC)

Table 17: Short policy overview for the Greek support schemes

ENPOR Partner	Country	Name of Support Scheme	Short description	Obstacles and challenges	Policy design improvements
CRES	Greece	Energy Efficiency Obligation Scheme (EEOs)	It aims at improving the existing scheme, which foresees that Obligated Parties within the EEOs that deliver measures targeting energy poor households, have an increment in reaching their target.	Difficulty to identify energy poor households None focus on tenant Mainly conduction of awareness-raising measures	Detect energy poor households Conduction of targeted information and awareness-raising activities by the energy suppliers providing useful and effective guidance to energy poor households for combating energy poverty in the PRS Monitor the triggered impacts
CRES/ UPRC	Greece	Energy upgrade of buildings (grant for renovation)	Provision of financial assistance to energy poor households to improve the energy efficiency of their housing. It is an upgrade of the Energy Efficiency at Household Buildings Programme focused on energy poor households.	Participation of low-income households None focus on tenants	Exclusive focus on the alleviation of energy poverty through the integration of energy poverty definition Foresee specific incentives for tenants/landlords through the inclusion of a distinct social criterion in the programme The calculation of the public aid should be performed taking into account the shared benefits among landlords and tenants Monitor the triggered impacts

Identification and analysis of stakeholders

Table 18: Stakeholder identification and analysis for the Greek support schemes

Stakeholder Group	Representative organisation(s)	Expected contributions	Interests (Evaluation of relation to the project (opposed/supportive): -, --, 0, +, ++)		Power (Evaluation of relation to the project: 0, +, ++, +++)	
1.Landlords / Co-owners' associations / Tenants	• Hellenic Property Federation (POMIDA)	Increase the understanding on the "landlords/tenants" dilemma and improve relations with tenants, validate the policies and disseminate the policy recommendations		++		++
	• Panhellenic Association for the Protection of Tenants			++		++
2.Energy Agency / Energy consultants	• Institute of Zero Energy Buildings (INZEB)	Exchange of knowledge and experience on how to identify and communicate with energy poor households and how to realise effective policy implementation (in different cities)		+		+
	• City Network "Sustainable City"			+		+
	• Energy and development agencies such as Aegean Energy & Environmental Agency, ANKO SA, ANKA SA, Energy Agency of Crete Region			+		+
	• Greek Green Cities Network			+		+
	• Hellenic Agency for Local Development and Local Government			+		+
3.Policymakers / Public institutions	• Ministry of Environment and Energy	Actual involvement into the design, implementation and monitoring of the selected policies and disseminate the policy recommendations		++		+++
	• Association of Greek Regions			+		++
	• Central Association of Greek Municipalities			+		++
	• Regulatory Authority of Energy			++		+++
	• Operational Programme Competitiveness,			++		++

	Entrepreneurship and Innovation					
4.Citizens groups / NGOs	<ul style="list-style-type: none"> • EKPIZO - Certified Consumer Union 	Demonstrate the needs, types of required support, provision of information on acceptability of the support scheme and disseminate the policy recommendations		++		++
	<ul style="list-style-type: none"> • WWF 			+		+
	<ul style="list-style-type: none"> • Greenpeace 			+		+
	<ul style="list-style-type: none"> • Social Cooperative “Wind of Renewal” 		+		0	
	<ul style="list-style-type: none"> • General Consumers’ Federation of Greece 	Increase their understanding on the “landlords/tenants” dilemma and improve relations with landlords and owner-occupiers, validate the policies and disseminate the policy recommendations		+		+
5.Utilities	<ul style="list-style-type: none"> • Public Power Corporation 	Actual involvement into the design, implementation and monitoring of the selected policy measures		+		++
	<ul style="list-style-type: none"> • Natural Gas Greek Energy Company 			+		++
	<ul style="list-style-type: none"> • Hellenic Petroleum Marketing Companies Association 			+		++
	<ul style="list-style-type: none"> • Hellenic Association of Independent Power Producers 			+		++
6.Others	<ul style="list-style-type: none"> • National Technical University of Athens 	Exchange of knowledge and experience on how to identify and communicate with energy poor households and how to realise effective policy implementation		+		0
	<ul style="list-style-type: none"> • Institute for Environmental Research and Sustainable Development - National Observatory of Athens 			+		0
	<ul style="list-style-type: none"> • Aristotle University of Thessaloniki 			+		0
	<ul style="list-style-type: none"> • National and Capodistrian University of Athens 			+		0
	<ul style="list-style-type: none"> • University of Western Attica 			+		0
	<ul style="list-style-type: none"> • Heinrich-Böll-Stiftung 			+		0
	<ul style="list-style-type: none"> • Technical chamber of Greece 	Actual involvement into the design, implementation and		+		+

		monitoring of the selected policies and disseminate the policy recommendations				
	• Association of Greek Valuers (A.VA.G.)	Provide real estate market insights at national level		+		0

Stakeholder mapping (Power-Interest-Grid)

Table 19: Stakeholder categorisation / mapping for the Greek support schemes

Power-Interest Category	Stakeholders
High interest and high power (Key Players)	S1. Ministry of Environment and Energy S2. Regulatory Authority of Energy S3. Hellenic Property Federation (POMIDA) S4. Panhellenic Association for the Protection of Tenants S5. EKPIZO - Certified Consumer Union S6. Public Power Corporation S7. Natural Gas Greek Energy Company S8. Hellenic Petroleum Marketing Companies Association S9. Technical chamber of Greece S10. Operational Programme Competitiveness, Entrepreneurship and Innovation S11. Hellenic Association of Independent Power Producers
Low interest, but high power (Meet their Needs)	S12. Association of Greek Regions S13. Central Association of Greek Municipalities
High interest, but low power (Keep informed)	S14. Institute of Zero Energy Buildings (INZEB) S15. WWF S16. Greenpeace S17. National Technical University of Athens S18. Institute for Environmental Research and Sustainable Development - National Observatory of Athens S19. Aristotle University of Thessaloniki S20. National and Capodistrian University of Athens S21. University of Western Attica

	<p>S22. Heinrich-Böll-Stiftung S23. Social Cooperative "Wind of Renewal" S24. Energy and development agencies S25. City Network "Sustainable City" S26. Greek Green Cities Network S27. Hellenic Agency for Local Development and Local Government</p>
<i>Low interest and low power (Monitor)</i>	<p>S28. General Consumers' Federation of Greece S29. Association of Greek Valuers</p>

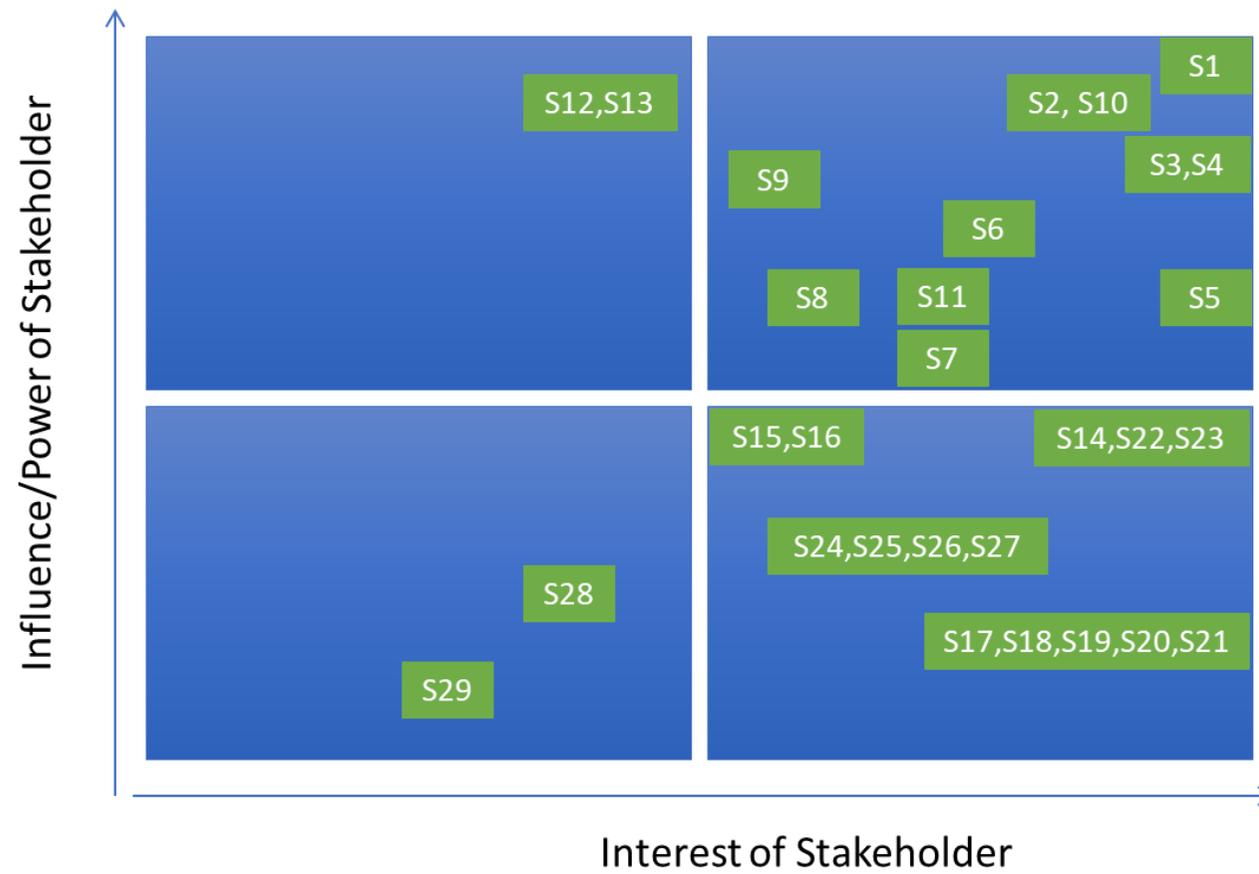


Figure 5: Power-Interest-Grid for the Greek support schemes

Stakeholder communication/initial engagement

Table 20: Stakeholder specific barriers, incentives and communication approaches for the Greek support schemes

Stakeholder organisation(s)	Barriers for participation	Incentives	Messaging	Communication channels
1.Landlords / Co-owners' associations / Tenant associations	<ul style="list-style-type: none"> • Contradictory expectations between tenants and landlords • Lack of time/resources capacity • Lack of knowledge/information on how energy efficiency and improving living conditions of tenants correlate to the value of properties, and thus lack of interest to participate 	<ul style="list-style-type: none"> • Bring the interests of the groups of people they represent within the co-creation procedure • Being informed about best practices from other countries in order to confront energy poverty • Exchange knowledge with their members (both landlords and tenants) 	<ul style="list-style-type: none"> • Increase their understanding on the “landlords/tenants” dilemma and improve relations among tenants and landlords • Energy poverty schemes in the Private Rented Sector can lead to renovation interventions that could improve the energy efficiency of a property. Higher energy efficiency levels correspond to a higher value of properties, and, therefore, to the possibility to grant higher credits • Proposals to alleviate energy poverty in private rented sector • Cooperate and co-design with decision-makers 	<ul style="list-style-type: none"> • REACT group meetings • Engagement of the Hellenic Property Federation (POMIDA) and the Panhellenic Association for the Protection of Tenants • Bilateral contact by emails and telephone • Invitation to project events • Information about the project via social media and different dissemination material (leaflets, infographics etc.)
2.Charitable and social work associations				
3.Energy Agency / Energy consultants/Other stakeholders	<ul style="list-style-type: none"> • Lack of available time and potential antagonism with ENPOR project • Lack of time/interest for the Private Rented Sector 	<ul style="list-style-type: none"> • Exchange knowledge • Co-organization of events with other projects targeted to energy poverty • 	<ul style="list-style-type: none"> • Contribute to the identification of the energy poor households • Increasing their involvement in the energy poverty-related developments in Greece • Cooperate and co-design with decision-makers • Access to local energy data 	<ul style="list-style-type: none"> • REACT group meetings • Bilateral contact by emails and telephone • Invitation to project events • Information about the project via social media and different dissemination material (leaflets, infographics etc.)
4.Policymakers / Public institutions	<ul style="list-style-type: none"> • Limited time and human resources 	<ul style="list-style-type: none"> • Improve the existing knowledge about the design, implementation and monitoring of the required 	<ul style="list-style-type: none"> • Design, implement and monitor efficient policy measures • Increase their understanding on the “landlords/tenants” dilemma 	<ul style="list-style-type: none"> • REACT group meetings • Bilateral contact by emails and telephone

Stakeholder organisation(s)	Barriers for participation	Incentives	Messaging	Communication channels
		<p>policies in order to alleviate energy poverty and address the problem of split incentives</p>	<ul style="list-style-type: none"> • Exploit the provided technical assistance and be informed by the presented best practices 	<ul style="list-style-type: none"> • Engagement of the Central Association of Greek Municipalities and the Association of Greek Regions • Invitation to project events • Information about the project via social media and different dissemination material (leaflets, infographics etc.)
<p>5.Citizens groups / NGOs</p>	<ul style="list-style-type: none"> • Lack of detailed technical knowledge and creation of pressure for the initiation of horizontal measures • Lack of time/interest for the Private Rented Sector • Possible conflict of interests 	<ul style="list-style-type: none"> • Bring the interests of the groups of people they represent within the co-creation procedure • Being informed about best practices from other countries 	<ul style="list-style-type: none"> • Protect all the energy poor households • Improving understanding on the actual impact that energy communities could have on combating energy poverty • Cooperate and co-design with decision-makers 	<ul style="list-style-type: none"> • REACT group meetings • Engagement of respective associations and unions • Bilateral contact by emails and telephone • Invitation to project events • Information about the project via social media and different dissemination material (leaflets, infographics etc.)
<p>6.Utilities</p>	<ul style="list-style-type: none"> • Lack of available time 	<ul style="list-style-type: none"> • Being informed about best practices from other countries • Improve the existing measures and initiate new ones in order to achieve their targets within the framework of energy efficiency obligation scheme • Build stronger and more effective customer engagement relationships 	<ul style="list-style-type: none"> • Facilitate achievement of Article 7's target through targeted measures on energy poor households • Improve public relations • Promote Corporate Social Responsibility strategies • Building stronger customer engagement relationships and acquiring new customers • Competitive advantage, introducing differential pricing models (dynamic billing) to the market 	<ul style="list-style-type: none"> • REACT group meetings • Bilateral contact by emails and telephone • Invitation to project events • Information about the project via social media and different dissemination material (leaflets, infographics etc.)

Involvement of energy poor tenants

Table 21: Planning the involvement of energy poor tenants in the co-creation process for the Greek support schemes

Target (Sub)Group(s) of support scheme	Resourcing (required inputs and barriers to be addressed)	Planning (engagement target(s), timeline, number of tenants to be involved)	Recruiting (means and channels of outreach (intermediary organisations), messaging)	Sensitizing (mode, content, timeline)	Facilitation (tools, methods, setup, documentation)	Evaluation (analysis and preparation of results for REACT groups)
Energy poor tenants	The participation of energy poor households will be achieved through the associations, which participate in the REACT Group (mainly Panhellenic Association for the Protection of Tenants, the Central Association of Greek Municipalities and EKPIZO - Certified Consumer Union). Therefore, all material produced and presented by ENPOR will be available, while the potential barriers will be addressed effectively with the aid of the associations.	The design of the engagement activities will be conducted in close cooperation with the associations, which participate into the REACT Group. The most effective type will be selected taking into account the current conditions.	Workshops or focus groups will be organised exploiting the existing structures of the associations, which participate in the REACT Group.	The preparation of the planned activities will be implemented in collaboration with the involved associations. The involvement of the selected associations will create trust, which is considered as essential for the active participation of the energy poor households. The energy poor households must feel the value of their engagement as depicted in the formulated proposals in order to stay engaged.	The procedure for the effective engagement of the energy poor households has not yet been defined. In any case, the design of the procedure will be conducted in close cooperation with the associations, which participate in the REACT Group, so as to take into consideration the characteristics of the energy poor households. In any case, the compliance with the GDPR regulation and the compiled ethics guide will be ensured.	The evaluation and communication of the concluded outcomes will be occurred through the iterative and interactive co-creation process between the tenant/landlord groups and the REACT group. It should be noted that both tenant/landlord associations participate in the REACT Group providing the opportunity to discuss the main outcomes on a common basis. The potential joint event of energy poor tenants and landlords can be considered as an alternative option.

3.3.5 Croatia (DOOR)

Table 22: Short policy overview for the Croatian support schemes

ENPOR Partner	Country	Name of Support Scheme	Short description	Obstacles and challenges	Policy design improvements
DOOR	Croatia	National Programme for Renovation of Buildings	<p>National Programme for Renovation of Buildings for the period 2013-2020 aims to undertake renovation activities, ensuring that part of benefited households is those in energy poverty. The program is implemented through 4 programs but our focus is on these 2 main programs:</p> <p>1. “Programme of energy renovation of family houses 2014 – 2020” - in 2020 there was an amendment to the program - Public call for citizens at risk of energy poverty for to finance the energy renovation of family houses for vulnerable groups of citizens at risk of energy poverty - with 20% of the total funds (28.4 million HRK = 3.79 million EUR) that was set aside for such vulnerable group of citizens</p> <p>2. “Programme of energy renovation of multi-apartment buildings for the period 2014 – 2020 “</p> <p>The Programme is planned to continue according National Programme for Renovation of Buildings for the period 2021-2027.</p> <p>1.The Government has only made a decision to extend the Program for single-family homes from 2014-2020 - “Decision to extend funding in 2021 implementation of the Program for energy renovation of single-family</p>	<ul style="list-style-type: none"> • In Croatia there is no definition of an energy poor citizen or an energy poor household • Non-existent cooperation between institutions - no data on vulnerable group of citizens and citizens at risk of energy poverty and participation of energy poor households in energy renovation - also there are no statistics on extended families living in a joint household • Non-existent clearly elaborated criteria for a vulnerable group of citizens and citizens at risk of energy poverty • Existing criteria exclude other categories of vulnerable group of citizens and citizens at risk of energy poverty • Criteria and measures should be created according <u>income</u> and <u>expenses</u> of energy poor citizens/households and according to the <u>energy consumption of the building/house</u> • Administration for applying for energy renovation is too complicated and centres/local offices/ energy agencies should be established or existing state/local officials should be trained to help 	<ul style="list-style-type: none"> • define the term of an energy poor citizen or an energy poor household • connecting institutions in the distribution of data on vulnerable groups of citizens and the introduction of new statistical tools • criteria for receiving support, i.e., defining the criteria for vulnerable group of citizens and energy-poor households for receiving support from the Programme both in family houses or multi-apartment buildings • connect programme <u>Reconstruction of buildings damaged by energy renovation earthquake with Energy renovation programme for multi-apartment buildings and Energy renovation programme for single family houses</u> - especially in defining and establishing criteria for vulnerable group of citizens and citizens at risk of energy poverty • ENPOR can provide assistance in targeting energy poor households and supporting the uptake in the target region pilot city Velika Gorica (specifically free – based tenancy), city of Zagreb, Krapina-zagorje county • ENPOR will develop strategies in the REACT group to engage landlords directly and motivate them to use

			<p>homes for the period from 2014 to 2020 with a detailed plan for the period until the end of 2020 (NN 83/2021)” - in the total amount of HRK 400 million (~52,630,000 EUR) for 2021 and projections for 2022 and 2023. It should also be emphasized that the criteria of damage of the house in an earthquake in 2020 will also be taken into account when allocating the funds</p> <p>2.Regarding multi - apartment buildings for the period 2021-2027, 2 new programs have been adopted:</p> <p>I.Energy renovation program for apartment buildings for the period until 2030</p> <p>I.Regarding apartment buildings for the period 2021-2027, 2 new programs have been adopted.</p>	<p>apply for support for energy poor citizens/households - and the administrative paperwork and application itself should be simplified</p> <ul style="list-style-type: none"> • <u>Programme of energy renovation of multi-apartment buildings for the period 2014 – 2020</u> → in extension of program through new “<u>Energy renovation programme for multi-apartment buildings 2021-2027</u>” - include criteria for the energy poor citizens - Program lacks of concrete measures to meet the needs of energy-poor citizens in the energy renovation of apartment buildings - energy poor citizens/households are only mentioned in the program <u>Energy renovation programme for single family houses</u> • Target so-called free – based tenancy, which always includes two separate families/households in the same dwelling. This subgroup has not been targeted yet and rented apartments were mainly out of policy focus due to lack of information. 	<p>Programme</p>
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Identification and analysis of stakeholders

Table 23: Stakeholder identification and analysis for the Croatian support scheme

Stakeholder Group	Representative organisation(s)	Expected contributions	Interests (Evaluation of relation to the project (opposed/supportive): -, --, 0, +, ++)	Power (Evaluation of relation to the project: 0, +, ++, +++)
1. Landlords / Co-owners' associations	<ul style="list-style-type: none"> Association of Tenants and Apartment Owners (HUSISZ) 	<ul style="list-style-type: none"> Since they are the owners, they are responsible for the implementation energy efficiency measures, the tenants have no control here – so owners' views are important 	<ul style="list-style-type: none"> As an organization to be up to date with events from their sector and contributing with their opinions and knowledge in improving their sector Opportunity to have a platform on which to express themselves as organization - to present their problem and participate in the elaboration of new mitigation measures and in a dialogue with important stakeholders from the policy level. Possibilities to obtain funding through supportive offers to improve energy efficiency of their real estate - better market price in rent/ attractive rent Conflict of interest, landlord and tenant, as result of different financial sides which they represent → ensure that their own interests are also protected and not only those of the tenants. 	<ul style="list-style-type: none"> As owners, they are the key players in implementing important measures to increase energy efficiency because without their involvement, measures cannot be implemented and measures that may work against their interests have little chance of being implemented

<p>2.Charitable and social work associations</p>	<ul style="list-style-type: none"> • Caritas 	<ul style="list-style-type: none"> • Contribute with their expertise in working with vulnerable group of citizens and citizens at risk of energy poverty • They can participate in or provide information on energy efficiency measures and sharing information on potential financial support 	<ul style="list-style-type: none"> • While working with vulnerable households they can contribute in improving the situation of households that are affected by energy poverty (fieldwork and direct assistance - implementation of simple energy measures and introduction to existing financial schemes to help energy-poor citizens) - as one part of the problem they deal with • Opportunity to have a platform on which to express themselves as organization - to present their problem and participate in the elaboration of new mitigation measures and in a dialogue with important stakeholders from the policy level. 	<p>++</p>	<ul style="list-style-type: none"> • Important partners to support people on the social level. • They also have contacts with relevant political representatives and authorities. • They cannot directly influence the decisions of political decision-makers and owners, but they can support them in providing information on energy efficiency measures, implementing measures and sharing information on potential financial support 	<p>+</p>
<p>3.Energy Agency / Energy consultants</p>	<ul style="list-style-type: none"> • Energy Institute Hrvoje Požar (EIHP) 	<ul style="list-style-type: none"> • They will be important participants in the REACT group for elaboration of new mitigation measures and in a dialogue with important stakeholders from the policy level 	<ul style="list-style-type: none"> • While working with vulnerable households they can contribute in improving the situation of households that are affected by energy poverty - as one part of the problem they deal with • Opportunity as organization - to present their problem and participate in the elaboration of new mitigation measures and in a dialogue with important 	<p>++</p>	<ul style="list-style-type: none"> • They themselves carry out energy poverty project • They also have longstanding cooperation with political institutions. • They cannot directly influence the decisions of political decision-makers and owners, but they can support them in providing information on energy efficiency measures and sharing information on potential financial support 	<p>+</p>

			stakeholders from the policy level. • Further development of own information materials			
4.Policymakers / Public institutions	<ul style="list-style-type: none"> Ministry of Physical Planning, Construction and State Assets (MGIUP) Ministry of Economy and Sustainable Development (MGOR) Ministry of Labour, Pension System, Family and Social Policy (MROSP) The Environmental Protection and Energy Efficiency Fund (FZOEU) Agency for legal transactions and real estate brokerage (APN) Central State Office for Reconstruction and Housing City Velika Gorica 	<ul style="list-style-type: none"> They are representatives of various important bodies who are responsible for creating policies and implementation and design of mitigation measures. They will be important participants in the REACT group for elaboration of new mitigation measures and in a dialogue with important stakeholders from the policy level 	<ul style="list-style-type: none"> At the political level, there is a need to become more active in the field of energy poverty, especially to participate in solving a problem that the EU has also recognized and is therefore funding such a project the project offers a good opportunity to get input from the project and also to implement and develop measures for PRS Learning from the experts and working together to learn from the experiences of other countries is also an important point. 	++	<ul style="list-style-type: none"> Without political decisions and measures, nothing will progress in this field, so they are among the most important stakeholders here. At the same time, the active involvement of several political levels also increases the willingness of other relevant stakeholders to participate. 	+++
5.Citizens groups / NGOs	<ul style="list-style-type: none"> Association of Cities of the Republic of Croatia LAG Zrinska gora - Turapolje OSS Buševac 	<ul style="list-style-type: none"> Represent a link with the local population They will be important participants in the REACT group for elaboration of new mitigation measures and in a dialogue with important stakeholders from the policy level 	<ul style="list-style-type: none"> Opportunity to have a platform on which to express themselves as organization - to present their problem and participate in the elaboration of new mitigation measures and in a dialogue with important stakeholders from the policy level. Further development of own information materials 	++	<ul style="list-style-type: none"> They cannot directly influence the decisions of political decision-makers and owners, but they can support them in providing information on energy efficiency measures and sharing information on potential financial support 	+
6.Utilities	<ul style="list-style-type: none"> HEP Opskrba 	<ul style="list-style-type: none"> They can contribute these and their feedback to 	<ul style="list-style-type: none"> They are obliged to implement various 	+	<ul style="list-style-type: none"> They have an important role to play at the political 	+++

		ensure the feasibility and impact of the new measures, or they can also bring in their own aspects which they believe should be taken into account in our work for and with these households.	measures to protect vulnerable customer groups - some already have offices for this purpose, where they offer advice and support in case of problems with the payment of energy bills • New policy instruments that are practical in supporting these households are therefore also in their interest.		level - they are able and also obliged to implement various measures to support vulnerable households	
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Stakeholder mapping (Power-Interest-Grid)

Table 24: Stakeholder categorisation / mapping for the Croatian support scheme

Power-Interest Category	Stakeholders
High interest and high power (Key Players)	Policymakers, Utilities
Low interest, but high power (Meet their Needs)	Landlords
High interest, but low power (Keep informed)	Social work associations, energy consultants, citizen groups / NGOs
Low interest and low power (Monitor)	

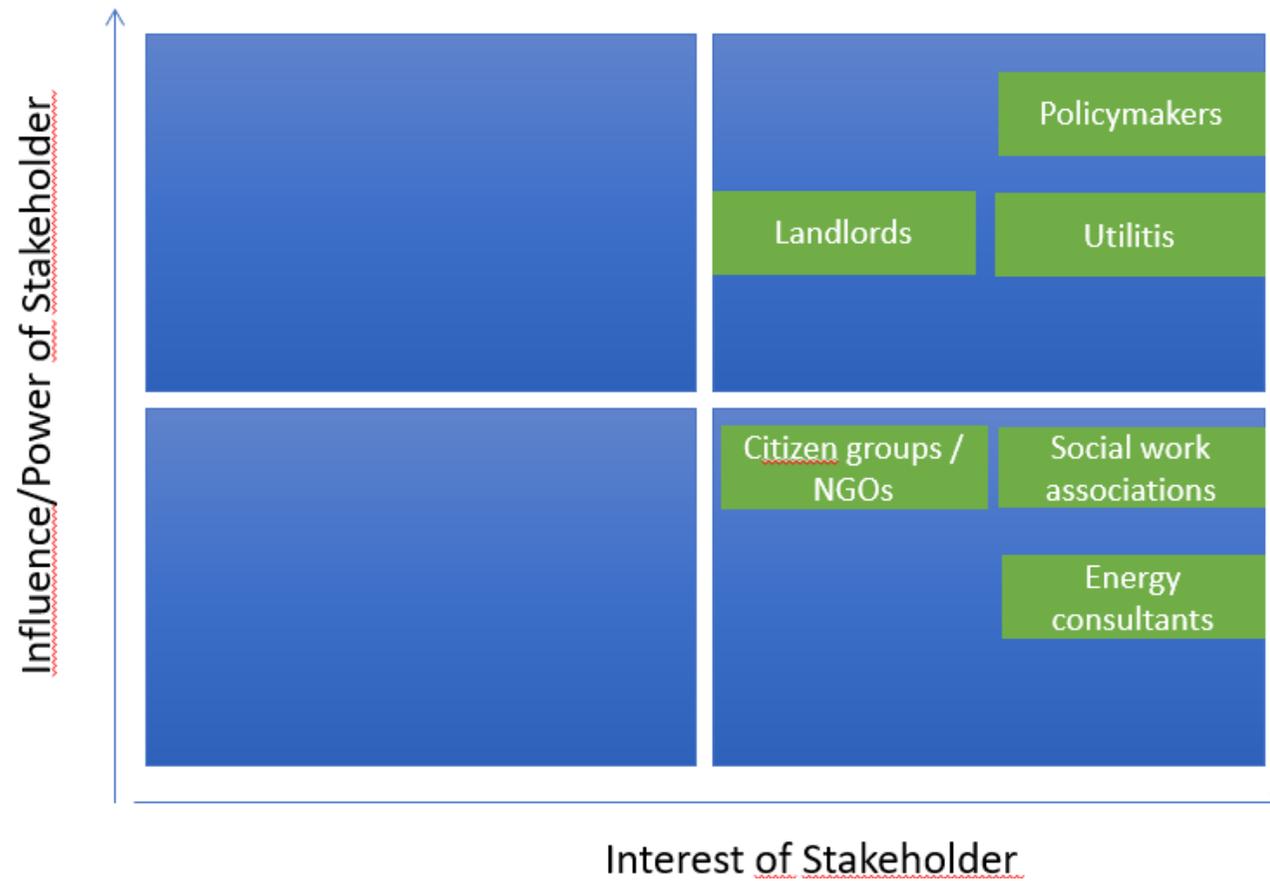


Figure 6: Power-Interest-Grid for the Croatian support scheme

Stakeholder communication/initial engagement

Table 25: Stakeholder specific barriers, incentives and communication approaches for the Croatian support scheme

Stakeholder organisation(s)	Barriers for participation	Incentives	Messaging	Communication channels
1.Landlords / Co-owners' associations	<ul style="list-style-type: none"> • Energy poverty is not their main problem nor it is in their focus • In a financial context fear that measures may be disadvantageous to themselves 	<ul style="list-style-type: none"> • They will receive information about the possibilities they have to create additional value for themselves (possibilities to obtain funding through supportive offers to improve EE of their real estate to have better market price in rent/ attractive rent) and their tenants (energy refurbished home that requires less expenses for bills). • It is important to show clearly that energy poverty exists and also which solutions are possible. 	<ul style="list-style-type: none"> • Participate in the design of instruments so that they are practicable for you and your tenants and in that process take in account mitigation of energy poverty. 	<ul style="list-style-type: none"> • REACT group meetings • Information by email • Invitation to project events • News about the project via social media
2.Charitable and social work associations	<ul style="list-style-type: none"> • We do not see any barriers at present because we work in the same field and have the same objectives which we strive to achieve (and that is to help the citizens) 	<ul style="list-style-type: none"> • The interest in participating in stakeholder processes on this topic is should be high from their side. 	<ul style="list-style-type: none"> • They can participate in a working group and work out ways to reduce energy poverty by informing themselves on energy poverty for fieldwork and direct assistance - implementation of simple energy measures and introduction to existing financial schemes to help energy-poor citizens 	<ul style="list-style-type: none"> • REACT group meetings • Information by email • Invitation to project events • News about the project via social media
3.Energy Agency / Energy consultants	<ul style="list-style-type: none"> • We do not see any barriers at present because we work in the same field and have the same objectives which we strive to achieve (and that is to help the citizens and improve the existing legislative framework in terms of specific financial schemes for energy poverty 	<ul style="list-style-type: none"> • The interest in participating in stakeholder processes on this topic is should be high from their side. 	<ul style="list-style-type: none"> • Contribute your experience and cooperate with the political level in the REACT group meetings to develop practical solutions. 	<ul style="list-style-type: none"> • REACT group meetings • Information by email • Invitation to project events • News about the project via social media

	citizens and participation in the development of efficient energy measures)			
4.Policymakers / Public institutions	<ul style="list-style-type: none"> • In general, too little awareness of the problem energy poverty is not their main problem nor it is in their focus 	<ul style="list-style-type: none"> • At the political level, there is a need to become more active in the field of energy poverty especially to participate in solving a problem that the EU has also recognized and is therefore funding such a project • Focus on the private sector is important. 	<ul style="list-style-type: none"> • Through the project, they have the opportunity to receive input from experts and to learn from the experiences of other countries and thus to receive assistance in the development of new policy instruments and development of measures for the PRS and combat energy poverty and make further progress in this area. An area that usually receives little attention. 	<ul style="list-style-type: none"> • REACT group meetings • Information by email • Invitation to project events • News about the project via social media
5.Citizens groups / NGOs	<ul style="list-style-type: none"> • We do not see any barriers at present because we work in the same field and have the same objectives which we strive to achieve (and that is to help the citizens and improve the existing legislative framework in terms of specific financial schemes for energy poverty citizens and participation in the development of efficient energy measures) 	<ul style="list-style-type: none"> • The interest in participating in stakeholder processes on this topic is should be high from their side. 	<ul style="list-style-type: none"> • Contribute your experience and cooperate with the political level in the REACT group meetings to develop practical solutions. 	<ul style="list-style-type: none"> • REACT group meetings • Information by email • Invitation to project events • News about the project via social media
6.Utilities	<ul style="list-style-type: none"> • In general, too little awareness of the problem - energy poverty is not their main problem nor it is in their focus 	<ul style="list-style-type: none"> • It is important to show clearly that energy poverty exists and also which solutions are possible • They will receive information about the possibilities they have to create additional value for themselves - they are able and also obliged to implement various measures to support vulnerable households - new policy instruments that are practical in supporting these households are therefore also in their interest. 	<ul style="list-style-type: none"> • To learn from the experiences of other countries and their utilities on mitigation of energy poverty 	<ul style="list-style-type: none"> • REACT group meetings • Information by email • Invitation to project events • News about the project via social media

Involvement of energy poor tenants

Table 26: Planning the involvement of energy poor tenants in the co-creation process for the Croatian support scheme

Target (Sub)Group(s) of support scheme	Resourcing (required inputs and barriers to be addressed)	Planning (engagement target(s), timeline, number of tenants to be involved)	Recruiting (means and channels of outreach (intermediary organisations), messaging)	Sensitizing (mode, content, timeline)	Facilitation (tools, methods, setup, documentation)	Evaluation (analysis and preparation of results for REACT groups)
<p>1. Energy poor households in suburban areas - so-called free – based tenancy, which always includes two separate families/households in the same dwelling.</p>	<ul style="list-style-type: none"> • Participation via online formats will be difficult. Personal contact is preferable in any case. • In our case, this will be done via city offices (administrative departments and services of the city) of the pilot city of Zagreb, Križevci, Buševac and Zadar County and by DOOR employees 	<ul style="list-style-type: none"> • It is also possible that only interviews will be conducted as part of these conversations in order to record the input of the households. • Households will be aware of a possible involvement in the project. 	<ul style="list-style-type: none"> • Officials of the city of Zagreb, Križevci, Buševac and Zadar County and employees of DOOR will directly approach households during its consultancy activities and inform them about the project. • In doing so, they will be informed about what ENPOR goals are and what opportunity they would have to get involved. 	<ul style="list-style-type: none"> • Establish a relationship with local communities • Workshops 	<ul style="list-style-type: none"> • Concrete procedure has not yet been determined and would have to be defined • Interviews with energy poor individual will be documented by officials of the city of Zagreb, Križevci, Buševac and Zadar County and employees of DOOR • Workshops and etc. will be also documented in the form of a protocol • Possibly creating focus group with energy poor households or tenants and landlords – it depends on current conditions (COVID-19 pandemics) • In the POWERPOOR sister project DOOR opened the Center for Combating Energy Poverty. Through the 	<ul style="list-style-type: none"> • Affected households will provide feedback for the materials developed – interviews, workshops or a focus group are to be evaluated and also presented to the REACT group. • Present this content to the Landlords in order to address their views on the identified issues.

					center, DOOR will organize workshops to invite tenants/landlords and building managers	
<p>2. Energy poor households in rural areas - so-called free – based tenancy, which always includes two separate families/households in the same dwelling.</p>	<ul style="list-style-type: none"> Participation via online formats will be difficult. Personal contact is preferable in any case. In our case, this will be done via city offices (administrative departments and services of the city) of the pilot city of Zagreb, Križevci, Buševac and Zadar County and by DOOR employees 	<ul style="list-style-type: none"> It is also possible that only interviews will be conducted as part of these conversations in order to record the input of the households. Households will be aware of a possible involvement in the project 	<ul style="list-style-type: none"> Officials of the city of Zagreb, Križevci, Buševac and Zadar County and employees of DOOR will directly approach households during its consultancy activities and inform them about the project. In doing so, they will be informed about what ENPOR goals are and what opportunity they would have to get involved. Maybe creating focus group with energy poor households – it depends on current conditions (COVID-19 pandemic) 	<ul style="list-style-type: none"> Establish a relationship with local communities Workshops 	<ul style="list-style-type: none"> Concrete procedure has not yet been determined and would have to be defined Interviews with energy poor individual will be documented by officials of the city of Zagreb, Križevci, Buševac and Zadar County and employees of DOOR Workshops and etc. will also be documented in the form of a protocol Maybe creating focus group with energy poor households or tenants and landlords – it depends on current conditions (COVID-19 pandemic) In the POWERPOOR sister project, DOOR opened the Center for Combating Energy Poverty. Through the center DOOR will organize workshops to invite tenants/landlords and building managers 	<ul style="list-style-type: none"> Affected households will provide feedback for the materials developed – interviews, workshops or a focus group are to be evaluated and also presented to the REACT group. Present this content to the Landlords in order to address their views on the identified issues.

3.3.6 Italy (ENEA)

Table 27: Short policy overview for the Italian support scheme

ENPOR Partner	Country	Name of Support Scheme	Short description	Obstacles and challenges	Policy design improvements
ENEA	Italy	National Energy Efficiency Training and Information Programme (training and information) in accordance with EED	Information campaigns aiming at changing behaviour for energy saving and improving energy efficiency at home as well as increasing the access to the existing tax deduction scheme for energy renovation (Ecobonus/Superbonus).	Identifying energy poor households is still a challenge, especially since there is still no official definition for them in Italy. Currently there is not a specific focus on tenants and energy poor households in this policy and in the tax deduction scheme.	ENPOR can provide assistance in targeting energy poor households. ENPOR will develop strategies in the REACT group to better target the energy poor households in the training and communication campaign. Moreover, through the interaction with the member of the REACT groups we will try to determine how to improve communication in order to make the tax deduction schemes more accessible to energy poor households.

Identification and analysis of stakeholders

Table 28: Stakeholder identification and analysis for the Italian support scheme

Stakeholder Group	Representative organisation(s)	Expected contributions	Interests (Evaluation of relation to the project (opposed/supportive): -, --, 0, +, ++)	Power (Evaluation of relation to the project: 0, +, ++, +++)
1. Landlords / Co-owners' associations/	<ul style="list-style-type: none"> ▪ Condofacile - piattaforma di servizi per proprietari ed amministratori ▪ FIAIP - Federazione Italiana Agenti Immobiliari Professionali 	Administrators have a clear understanding of the situation of the building and can help us to get in contact with the owner and tenants of the building and to find the most suitable way to	<ul style="list-style-type: none"> • Opportunities to improve the value of their buildings accessing to incentives. • Ensure that their own interests are also protected and not only those of the tenants. 	0 As owners, they are the key players in implementing important measures to increase energy efficiency. Without their involvement, the biggest steps cannot be implemented de facto.

	<ul style="list-style-type: none"> ▪ ANACI - Associazione Nazionale Amministratori Condominiali e Immobiliari ▪ ANAIP - Associazione Nazionale Amministratori Immobiliari Professionisti ▪ ANAMM - Associazione Nazional-europea AMMinistratori d'Immobili ▪ ALAC - Associazione Liberi Amministratori di Condominiali ▪ UNAI - Unione Nazionale Amministratori d'Immobili ▪ SICET - Sindacato Inquilini Casa e Territoria, SICET ▪ Confedilizia 	<p>transmit ENPOR messages.</p> <p>In Italy the administrator and owner association are the best starting point to carry out ENPOR action and have and discuss energy poverty issues thanks to the broad view they have on the market. Will involve also tenants' association to have their view da they will be very interested trying to improve living conditions of tenants without an increase in their rent.</p>				
2.Tenants association	<ul style="list-style-type: none"> ▪ UNIAT - Unione Nazionale Inquilini Ambiente e Territorio 	<p>The point of view of tenants is of foremost relevance and their involvement is very important to arrive to understand which solution works better for them and their needs in terms of information and training.</p>	<ul style="list-style-type: none"> • Opportunities to get more information on how to spend less by adopting more energy efficient behaviours and improve their in-house comfort 	+++	<p>They might not have much power in bargaining with owner. However, they have the possibilities to adopt and learn more energy efficient behaviours.</p>	+
3.Charitable and social work associations	<ul style="list-style-type: none"> ▪ Caritas 	<p>They have and extensive expertise in working with vulnerable households. They have a wide network and can help understanding better the issues poor households are currently facing in</p>	<ul style="list-style-type: none"> • Improve the living conditions of energy poor households. • Support measures that could have a positive impact on the living condition of poor household 	++	<p>They are important partners to support people on the social level. They usually have longstanding cooperation with political institutions. They could help to highlight and prevent some specific</p>	0

		Italy.			aspects/problems	
4. Energy Agency / Energy consultants	<ul style="list-style-type: none"> ▪ Assoege - Associazione Esperti gestione Energia ▪ Assoesco 	<p>They have a very good understanding of energy efficiency issues and their contribution to the discussion can be important to find appropriate technical solutions.</p>	<ul style="list-style-type: none"> • Participate in the elaboration of new mitigation measures and in a dialogue with important stakeholders from the policy level. • Further development of own information materials 	++	They can help to reach the local/municipal level; they could share best practices	+
5. Policymakers / Public institutions	<ul style="list-style-type: none"> ▪ ANCI - Associazione Nazionale Comuni Italiani ▪ AESS Modena - Agenzia per l'Energia e lo Sviluppo Sostenibile ▪ Comune di Monterotondo ▪ Città metropolitana di Milano ▪ SVIM - Sviluppo Marche S.r.l. ▪ Ministero dello Sviluppo Economico 	<p>They are representatives of various important bodies at local level. Their knowledge of the territory and of the energy efficiency measures makes them important stakeholders to develop together the action to promote and implement during the project.</p>	<p>Energy poverty, especially in the rental sector is an issue often under looked. The project offers a good opportunity to get input on these issues, get feedbacks from both owners and tenants and better understand what could be done next.</p>	++	<p>The involvements of decision makers is key to implement more effectively the project activities and to be able to bring on the right tables the proposal that should come out from REACT groups to further improve the politics analysed.</p>	+++
6. Citizens groups / NGOs	<ul style="list-style-type: none"> ▪ SPI CGIL ▪ Federconsumatori 	<p>This association have a good understanding of the people who they represent and can bring useful insight into the REACT group discussion.</p>	<p>They are interested in addressing the issue of energy efficiency and energy poverty more closely. The possibility of participating in a group that practically discuss this issue might be very interesting to acquire additional knowledge to use inside their association.</p>	+	<p>Their opinion is valuable to have a broader prospective on the topics discussed. However, their influence on important stakeholders is rather low.</p>	0
7. Utilities	<ul style="list-style-type: none"> ▪ Fondazione Mattei ▪ Fondazione SNAM 	<p>Utilities already have experience with various instruments to support energy poor households. They contribution it's</p>	<p>Utilities are obliged to implement various measures to protect vulnerable customer groups. Some already</p>	++	<p>Utilities play a very important role here, as on the one hand they themselves are able (and also obliged) to implement</p>	+++

		important to highlight the technical barrier that energy poor households have to face and provide insight in finding appropriate solutions.	operate offices for this purpose, where they offer advice and support in case of problems with the payment of energy bills. New policy instruments that are practical in supporting these households are therefore also in their interest.		various measures to support vulnerable households. At the same time, they also have an important role to play at the political level. Their involvement and support can therefore be crucial.	
8.Other	<ul style="list-style-type: none"> ▪ Università degli studi di Milano ▪ ASSOTERMICA ▪ Alleanza per la povertà energetica ▪ ASSISTAL ▪ Energia Positiva ▪ CNA ▪ Confartigianato 	Each of these subjects has some experience in the field of energy poverty. Their participation to the REACT group would help to better assess the energy poverty sector characteristics and help to deepen the dialogue in the group.	They are interested in addressing the issue of energy poverty, while receiving some training and more technical aspects related to energy efficiency measure that could impact energy poverty.	+	Their contribution to the discussion is very valuable. They will provide insightful opinion based on their expertise and market niche.	+

Stakeholder mapping (Power-Interest-Grid)

Table 29: Stakeholder categorisation / mapping for the Italian support scheme

Power-Interest Category	Stakeholders
High interest and high power (Key Players)	Policymakers, Utilities
Low interest, but high power (Meet their Needs)	Landlords
High interest, but low power (Keep informed)	Social work associations, energy consultants, citizen groups / NGOs
Low interest and low power (Monitor)	

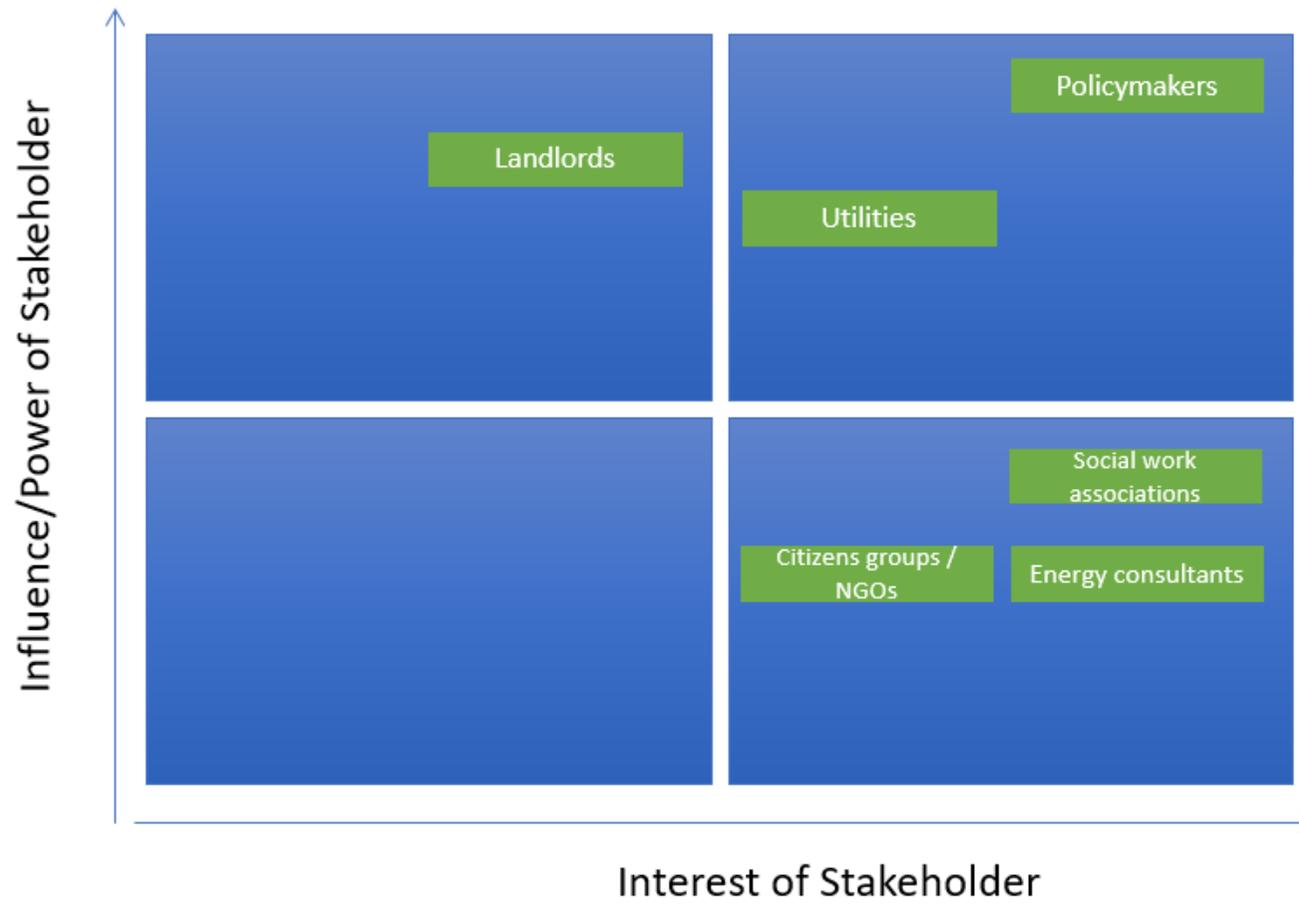


Figure 7: Power-Interest-Grid for the Italian support scheme

Stakeholder communication/initial engagement

Table 30: Stakeholder specific barriers, incentives and communication approaches for the Italian support scheme

Stakeholder organisation(s)	Barriers for participation	Incentives	Messaging	Communication channels
1. Landlord association/ Property manager association	<ul style="list-style-type: none"> Lack of expertise in energy poverty and not many human resources to dedicate. 	<ul style="list-style-type: none"> Capacity building and technical advice to increase energy efficiency of the apartment/building and access appropriate financing instruments. 	<ul style="list-style-type: none"> Through ENPOR we can help you to come up with solutions to renovate the building or improve apartment energy efficiency. Help us validate the feasibility of financial schemes from the owners' perspective. 	<ul style="list-style-type: none"> REACT group meetings Project newsletter Invitation to project events News about the project via social media
2. Charitable and social work associations	<ul style="list-style-type: none"> It may be more difficult to establish a good interaction only through online events. Lack of expertise and human resources to dedicate. 	<ul style="list-style-type: none"> Find the ways to identify energy poor households and communicate with them to improve their living conditions. 	<ul style="list-style-type: none"> You will learn more about solutions to improve energy efficiency, how to use the current financial schemes to help improve the energy efficiency of poor households. 	<ul style="list-style-type: none"> REACT group meetings Project newsletter Invitation to project events News about the project via social media
3. Energy consultants	<ul style="list-style-type: none"> Not specific barrier foreseen. However, it might be difficult to find who inside the utilities is more interested with energy poverty issues. 	<ul style="list-style-type: none"> To highlight the barriers to access to financial mechanisms for energy efficiency measures and find ways to reach a wider audience when communicate energy efficiency benefits and possibilities. 	<ul style="list-style-type: none"> The discussion inside the REACT group will help you to improve energy consulting. You can help us to realize effective policies / develop financial instruments that could induce more people to invest in energy efficiency measures. 	<ul style="list-style-type: none"> REACT group meetings Project newsletter Invitation to project events News about the project via social media
4. Policymakers / Public Institutions / Municipalities	<ul style="list-style-type: none"> Not many resources to dedicate, or that are willing to dedicate to this specific topic due to many other emergencies they are facing. We need a reference person which actively can be involved in the REACT groups and not just an "institutional" contact 	<ul style="list-style-type: none"> Capacity building. Feedback on policy design proposed in the project, replicability. 	<ul style="list-style-type: none"> Capacity building and exchange of best practices Through the project, you can have the opportunity to receive input from experts and receive assistance in the development of new policy instruments. Moreover, you can learn also from the experiences of other countries, or you can share best practices implemented at local level. 	<ul style="list-style-type: none"> REACT group meetings Project newsletter Invitation to project events News about the project via social media
5. Citizens groups / NGOs	<ul style="list-style-type: none"> It might not be one of their priorities but we think that one understood better the work they will be interested. 	<ul style="list-style-type: none"> Find ways to promote policies / financial instruments that could benefit the consumers 	<ul style="list-style-type: none"> Help us find new opportunities to improve energy efficiency of households without increasing their costs 	<ul style="list-style-type: none"> REACT group meetings Project newsletter Invitation to project events News about the project via social media

6.Utilities		<ul style="list-style-type: none"> • Increase and tailor the services they offer; to give feedback on schemes proposed through the project and their viability 	<ul style="list-style-type: none"> • Help us to imagine together new ways to offer adequate service to poor households 	<ul style="list-style-type: none"> • REACT group meetings • Project newsletter • Invitation to project events • News about the project via social media
7.Other		<ul style="list-style-type: none"> • Give insights on proposed policy measures, communication initiatives. Understand better which financial instruments could be useful for tenants to improve energy efficiency of their propriety with lower expenses possible 	<ul style="list-style-type: none"> • Your expertise is important and please contribute with your perspective to enhance the discussion 	<ul style="list-style-type: none"> • REACT group meetings • Project newsletter • Invitation to project events • News about the project via social media • Sharing documents, articles and reports

Involvement of energy poor tenants

Table 31: Planning the involvement of energy poor tenants in the co-creation process for the Italian support scheme

Target (Sub)Group(s) of support scheme	Resourcing (required inputs and barriers to be addressed)	Planning (engagement target(s), timeline, number of tenants to be involved)	Recruiting (means and channels of outreach (intermediary organisations), messaging)	Sensitizing (mode, content, timeline)	Facilitation (tools, methods, setup, documentation)	Evaluation (analysis and preparation of results for REACT groups)
Energy poor households in urban areas	Participation via online formats will be difficult.	We do not plan to involve directly tenants in the co-creation process but rather through representative association / building managers to get their point of view and understand their needs.	We plan to involve tenants in the monitoring phase through the buildings managers.	If the public health situation allows it, we will organise information activities for a small group of tenants which can be monitored, using the building managers as intermediaries. In order for this activity to be effective, it should be done in person as online it would be very difficult to get the tenants involved.	Questionnaire Brochure In person meetings to provide information and guidance on energy behaviours and fiscal incentives	Households will be asked to fill a questionnaire before the communication activities take place to assess their energy consumptions/behaviours and their situation. After the communication activities, we will keep in contact with the building managers to assess if the information transferred to the tenants and owners of the apartments, helped to promote changes in their behaviours that led to energy savings, or better indoor comfort.

3.3.7 The Netherlands (HU)

Table 32: Short policy overview for the Dutch support scheme

ENPOR Partner	Country	Name of Support Scheme	Short description	Obstacles and challenges	Policy design improvements
HU	NL	Energiebox	The "Energy Box" project aims to assist households by providing energy advice through a house visit from a voluntary advisor, who provides a tailored report for the household, as well as small energy saving products.	<ul style="list-style-type: none"> • To reach private (energy poor) tenants • To improve the % of people applying for the box and implementing the energy saving measures offered to them and the advice they receive • To improve the long-term impact of energy saving measure 	<ul style="list-style-type: none"> • Include landlords and tenants in the policy design • Improve the communication strategy • Make the content of the box flexible and designed for the receiver • Create ways to keep monitoring the impact and stimulate long term behavioural changes • Enhancing impact by stimulating peer contacts, community building, ambassadorship • Enhancing impact by offering tenants extra assistance, such as to have measures implemented for them. • Training energy coaches in signalling energy poverty and sensitive communication • Collaborate with civil and social work organisations in order to reach energy poor tenants.

Identification and analysis of stakeholders

Table 33: Stakeholder identification and analysis for the Dutch support scheme

Stakeholder Group	Representative organisation(s)	Expected contributions	Interests (Evaluation of relation to the project (opposed/supportive): -, --, 0, +, ++)	Power (Evaluation of relation to the project: 0, +, ++, +++)
1.Landlords	<ul style="list-style-type: none"> • Vastgoedbelang • Individual landlords/ investors • Syntrus Achmea • VBT groep • Rebo • MVGM • Altera Vastgoed • Amvest • Bouwinvest • ASR 	<ul style="list-style-type: none"> • Participation in REACT groups, interviews, promote amongst tenants 	<ul style="list-style-type: none"> • Split incentives. Policy provides them opportunity to cut down energy bills by influencing their tenants' behaviour (instead of large investments). 	<ul style="list-style-type: none"> • Crucial to be able to reach tenants, receive information on their motives, perspectives, experiences etc.
2.Charitable and social work associations	<ul style="list-style-type: none"> • Buurtteams • Armoedecoalitie • Dock • Budgetcoaches • Leger des Heils • Inluzio • Woonbond • GGD 	<ul style="list-style-type: none"> • Participation in REACT groups 	<ul style="list-style-type: none"> • Interested in helping their 'clients' to save money and improve their living standard 	<ul style="list-style-type: none"> • Important role in reaching those tenants who are already experiencing poverty. Useful to give insights in how to get 'behind their front door' and to reference those tenants they are in contact with. Useful to give insight in how to signal poverty, how to communicate sensitively and how to assist people further.
3.Energy Agency / Energy consultants	<ul style="list-style-type: none"> • JMA • Energie-U 	<ul style="list-style-type: none"> • Participation in REACT groups, share their experience 	<ul style="list-style-type: none"> • Interested in improving the effectivity and impact of the Energy box and learn from the project. Alternative organisations to JMA could also have conflicting 	<ul style="list-style-type: none"> • Powerful through their ownership of the energy box, contact with energy coaches and experience in the field.

			interests to distribute their 'own' energy box or similar policies.			
4.Policymakers / Public institutions	<ul style="list-style-type: none"> • Municipality of Utrecht • Province of Utrecht • Municipality of Zeist • Municipality of Tilburg • Municipality of Arnhem • Local political parties 	<ul style="list-style-type: none"> • Participation in REACT groups, financial contribution 	<ul style="list-style-type: none"> • Interested in effective policies to reduce energy consumption in order to reach their reduction goals. Their own visions/roadmaps could potentially conflict with our time schedule, methods etc. 	++	<ul style="list-style-type: none"> • Powerful through their network, contacts with landlords and others and for agenda setting. (Possible) financial capacity to support the energy box and ability to turn measures into actual policy. 	++
5.Citizens groups / NGOs	<ul style="list-style-type: none"> • Stichting Al-Amal • Project O • Student associations • Elderly associations • NOOM 	<ul style="list-style-type: none"> • Participation in REACT groups, dissemination 	<ul style="list-style-type: none"> • Interested in supporting citizens (tenants) to save money and improve their living standard and to be part of democratic process (give voice to their needs & wishes). Could also turn against the project if they feel that citizens are not part of it (and take people along). 	+	<ul style="list-style-type: none"> • Slightly powerful in (sharing their knowledge on) activating and involving citizens (tenants) 	+
6.Utilities	<ul style="list-style-type: none"> • Eneco 	<ul style="list-style-type: none"> • Participation in REACT groups, provide data 	<ul style="list-style-type: none"> • In principle if people save energy, they make less money, meaning opposed interests. However, it is in their interest that their clients are able to pay their energy bills. Also, they are part of energy transition, so interested in good tools to make the transition happen. Positive branding, showing that they are part of the solution. 	+/-	<ul style="list-style-type: none"> • Not very powerful, but could help the project by providing useful data. Could think along in how to help their clients who are unable to pay their bills. 	+
7.Private tenants (individual organizations) or organizations	<ul style="list-style-type: none"> • No representative organizations 	<ul style="list-style-type: none"> • Participation in target groups, share their personal experiences in 	<ul style="list-style-type: none"> • Interested in saving money & energy. But at the same time have also other 	++	<ul style="list-style-type: none"> • The experiences of private tenants have so far mainly been So far 	+++

		surveys.	interests, so that the required investment of time and energy for the project could conflict with others. Also, their dependence on their landlord might make it difficult for them to be fully open about their needs/wishes.		their power has been limited, as we have not been very successful in reaching tenants to actively participate. Ideally their influence would be largest, as we would like to directly involve them and to fit the policy to their needs. At the same time their dependence on their landlord might negatively influence their power to change things.	
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Stakeholder mapping (Power-Interest-Grid)

Table 34: Stakeholder categorisation / mapping for the Dutch support scheme

Power-Interest Category	Stakeholders
High interest and high power (Key Players)	Private tenants, Energy Agency / Energy consultants
Low interest, but high power (Meet their Needs)	Landlords
High interest, but low power (Keep informed)	Municipality / regional / national policymakers
Low interest and low power (Monitor)	Utilities, Charitable and social work associations; Citizens groups / NGOs

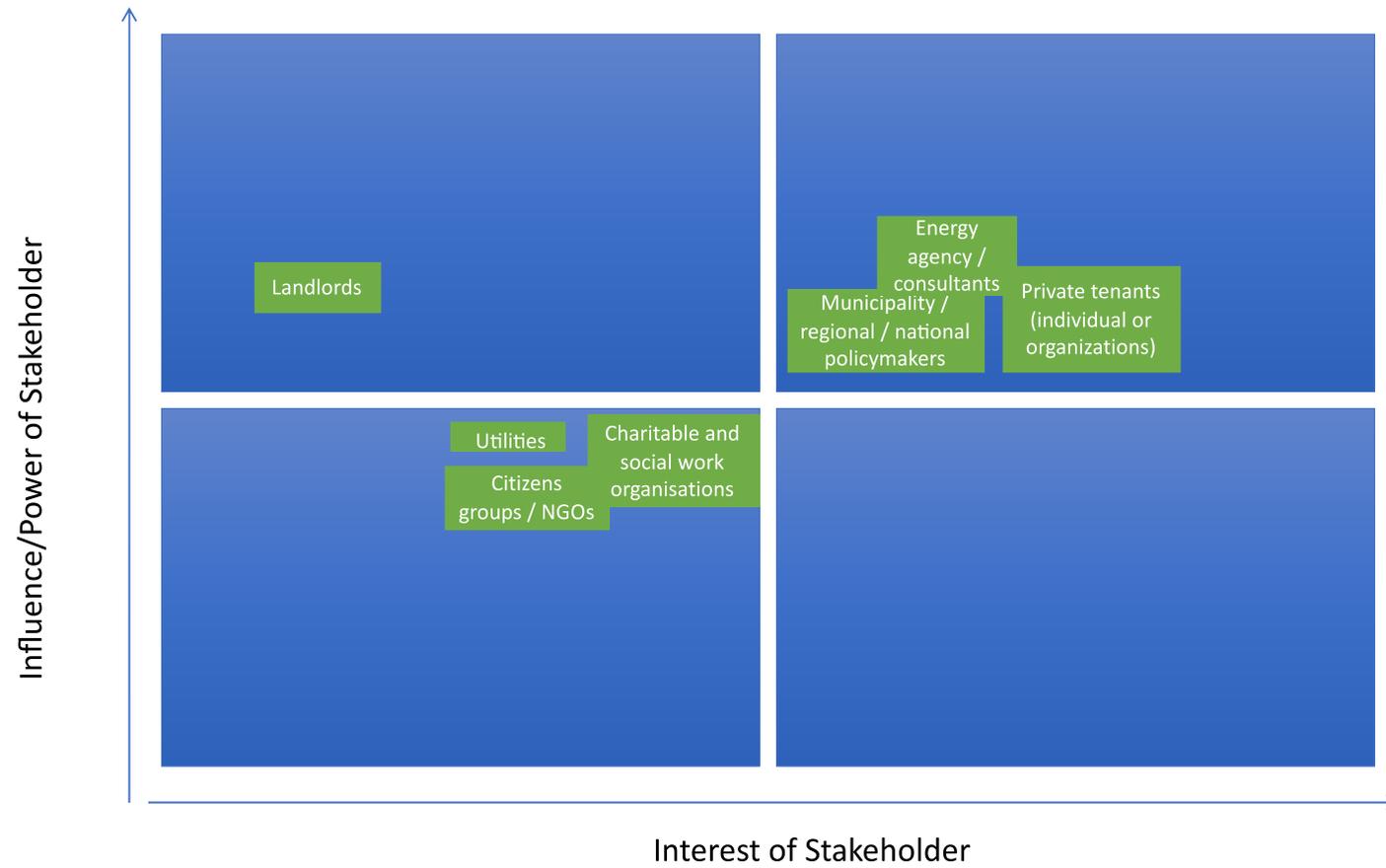


Figure 8: Power-Interest-Grid for the Dutch support scheme

Stakeholder communication/initial engagement

Table 35: Stakeholder specific barriers, incentives and communication approaches for the Dutch support scheme

Stakeholder organisation(s)	Barriers for participation	Incentives	Messaging	Communication channels
1.Landlords	<ul style="list-style-type: none"> • Commercial interest (no time to invest in project) • Tight housing market prevents that landlords need to invest in their houses to attract tenants • If we are unable to offer the energy box to their tenants (because there are too little), then there is less interest for them to participate • Energy box has too little impact, they are more interested in large investments • Little awareness of energy poverty among their tenants 	<ul style="list-style-type: none"> • Problems with tenants not being able to pay their rent • Marketing (positive branding) • Improvement of their buildings • Better understanding of the needs of the tenants • Ability to improve the impact of the support scheme (thus making it more efficient) • Municipality that actively asks them to engage • Rising energy prices and subsequent higher risks of energy poverty amongst tenants 	<ul style="list-style-type: none"> • If they can contribute to policies that will prevent tenants from not being able to pay their bills • If their organisation is named in the publications around ENPOR (positive branding) • Investing in making buildings themselves more energy efficient only has effect if tenants also use less energy. • Having tenants save energy can still lower their footprint, even if they do not want or are unable to invest in the buildings themselves • With rising energy prices, energy poverty is becoming a greater problem to tackle 	<ul style="list-style-type: none"> • Email • Phone • LinkedIn • Via-via (municipality and JMA)
2.Charitable and social work associations	<ul style="list-style-type: none"> • Another policy that the organisations have to deal with • Energy transition is not (yet) considered as relevant for them. 	<ul style="list-style-type: none"> • Support to poor households that they are already in contact with to alleviate their poverty and receive knowledge on how energy saving could help them • Share their knowledge on how to reach energy poor households and to gain their trust (get behind their front door) • Interest to prevent multiple parties/people to be in contact with their clients, interest to work together. 	<ul style="list-style-type: none"> • A physical tool (energy box) that they can offer to their clients to get in touch and help them save on energy costs. • With rising energy prices, energy poverty is becoming a greater problem to tackle. 	<ul style="list-style-type: none"> • Email • Phone • LinkedIn • Via-via (local networks)
3.Energy Agency / Energy consultants	<ul style="list-style-type: none"> • Lack of time • Lack of capacity of people 	<ul style="list-style-type: none"> • Interested in improving the effectivity and impact of the Energy box and learn from the project. 	<ul style="list-style-type: none"> • Offering services such as the Energy Box • Improving effectivity of the 	<ul style="list-style-type: none"> • Email • Phone • LinkedIn

			<p>Energy Box</p> <ul style="list-style-type: none"> • Expanding their network 	<ul style="list-style-type: none"> • Via-via (local networks)
<p>4. Policymakers / Public institutions</p>	<ul style="list-style-type: none"> • Energy and poverty policies are often dealt with in different departments, there is no specific policy on energy poverty. • There is little focus on the private rent sector 	<ul style="list-style-type: none"> • Share knowledge/best practices; learn from other municipalities • Work towards joint national policies, preventing local differences in policies • Through the project, find ways to reach landlords and private tenants; • Tool to implement the subsidies they receive from the national government 	<ul style="list-style-type: none"> • Poverty reduction • Energy saving / CO2 emission reduction 	<ul style="list-style-type: none"> • Email • Phone • LinkedIn • Via-via (local networks)
<p>5. Citizens groups / NGOs</p>	<ul style="list-style-type: none"> • Lack of time (mainly volunteers) 	<ul style="list-style-type: none"> • Representation of tenants/citizens; make sure they have their say in policies that affect them and that these policies reflect the needs of the tenants/citizens • Sharing knowledge on best policies/interventions 	<ul style="list-style-type: none"> • Contribute to societal interest in the energy transition • With rising energy prices, energy poverty is becoming a greater problem to tackle. 	<ul style="list-style-type: none"> • Email • Phone • LinkedIn • Via-via (local networks)
<p>6. Utilities</p>	<ul style="list-style-type: none"> • Commercial interest (no time to invest in project) 	<ul style="list-style-type: none"> • People's ability to pay their energy bills • Marketing (positive branding) 	<ul style="list-style-type: none"> • Affordable energy bills • Keeping their clients satisfied 	<ul style="list-style-type: none"> • Email • Phone • LinkedIn

Involvement of energy poor tenants

Table 36: Planning the involvement of energy poor tenants in the co-creation process for the Dutch support scheme

Target (Sub)Group(s) of support scheme	Resourcing (required inputs and barriers to be addressed)	Planning (engagement target(s), timeline, number of tenants to be involved)	Recruiting (means and channels of outreach (intermediary organisations), messaging)	Sensitizing (mode, content, timeline)	Facilitation (tools, methods, setup, documentation)	Evaluation (analysis and preparation of results for REACT groups)
Private tenants	<ul style="list-style-type: none"> • Develop ‘sensitizers’ (tools that are used prior to interviews, to sensitize participants on the topic) • Develop communication materials • Literature review • Analysis of existing data on number and background of previous participants of Energy Box and existing evaluations of participants • Interviews with intermediary organisations, e.g., Woonbond 	<ul style="list-style-type: none"> • May/June 2021: recruiting tenants in Tilburg, observations • May/June 2021: Survey tenants Utrecht, Eindhoven, Tilburg (146 participants) • Feb/March 2022: Observations & interviews tenants Utrecht • March/April 2022: Survey Zeist • April/May 2022: Planned React groups with tenants from Utrecht and Zeist 	<ul style="list-style-type: none"> • Via landlords • Via invitation letters, emails, posters Energy Box • Via citizen groups/NGOs/social work associations • Provide input/feedback to JMA and municipalities for the invitations sent 	<ul style="list-style-type: none"> • Providing participants with information about ENPOR • Observing and interviewing by phone 	<ul style="list-style-type: none"> • Making use of co-design (co-creation) tools and methods as designed by researchers from the HU Co-Design lectorate. • Programme with several different working methods: energizers, stakeholder mapping, brainstorming, action planning, sharing best practices and challenges. • Asking permission to record 	<ul style="list-style-type: none"> • Analysing results and sharing summary of results with participants • Asking REACT group participants to submit satisfaction surveys