



Actions to Mitigate Energy Poverty
in the Private Rented Sector

Florin Vondung

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Final Update of National Stakeholder Engagement Strategies

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1**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 4.7 is related to WP4 *Engagement of energy poverty groups and relevant actors* and is concerned with the final update of the Stakeholder Engagement Strategies (SES) developed for each support scheme in ENPOR (D4.1), based on the partners experiences gathered during the ongoing implementation of their respective strategies.

2**APPROACH**

Given the extensive preparation and review of the National Stakeholder Strategies throughout their setup at the project start and their first update in D4.6, for the final update a lean approach was chosen to gather conclusive information on ENPOR partners experiences and strategies for successful stakeholder engagement. To this end, after initial completion of the policy co-design a small digital workshop with the partners was conducted to collectively reflect on the experiences, learnings and outlook along the lines of the following questions:

- Which stakeholders have been particularly hard to engage?
- How has their non participation and the overall declining participation rate in the REACT groups affected the co-design process and its outcome?
- What (successful) strategies have been applied to engage energy poor tenants?
- What strategies/activities are needed/may be suitable to ensure stakeholder engagement in the post co-design (i.e., monitoring) period?

In addition, using synergies with ongoing monitoring activities, a review of quantitative success indicators and enabling factors for the stakeholder engagement was implemented.

3 RESULTS

3.1 Experiences and learnings of ENPOR partners

- **Policy specific stakeholder interest:** Landlords have been identified as a group that is particularly hard to engage in the co-design process, especially in cases with no prospects of own financial benefits (which mainly applies to the further development of information instruments as in AT, DE, IT and NL). Overall, there is a clear divide in terms of stakeholder interest between policies involving provision of information only on the one hand and those providing funding for the implementation of technical measures on the other hand. While participation rates of stakeholders in the REACT group meetings in most countries declined over time (cf. Table 1), ENPOR partners assessed the success of the co-design not to be jeopardized by this development. Rather, the process was still led to a successful conclusion due to the engagement and active contributions from the continuously participating stakeholder groups. Accordingly, the composition of REACT groups should be guided with view to stakeholders' clear role in the delivery of and/or benefit from the policy.
- **Varied target group engagement strategies:** Not the least due to the pandemic, direct involvement of energy poor tenants in the co-design has proved challenging in many cases. As a consequence, these ENPOR partners have resorted to a) engage with representatives of advocacy groups, b) employ intermediaries to collect information on household needs and feedback on the planned improvements or c) administer surveys among the target group. The conduction of surveys (i.e., the generation of new data/insights) among the target groups (energy poor tenants and their landlords) via representative associations participating in the REACT groups can a) inform the process by adding a more profound understanding of their perceptions and expectations and b) represent an added value for other stakeholders to participate in the process.
- **Networks, saliency and legitimacy:** The relevance of existing relations with stakeholder organisations to identify suitable participants in these organisations and their interests for successful engagement was underlined. Close relations with government entities (or being one) and their involvement has facilitated the engagement of other stakeholder groups, lending legitimacy and saliency to the undertaking. In addition, the energy crisis as a landscape factor has pushed overall interest in the topic, thus facilitating the engagement of different stakeholders.
- **Monitoring data and thematic capacity building:** With view to the post co-design phase, the main strategy for maintaining stakeholder engagement relies on the presentation of policy (impact) monitoring data as well as selected capacity building events. Regarding the latter, stakeholder demand has so far been rather low due to the fact that there seems to be a selection bias (i.e., stakeholders participate in the REACT group because they are interested and well informed). Accordingly, joint thematic events will be offered open to REACT group members in all ENPOR countries.

Table 1: Overview of quantitative success indicators

| ENPOR partner | Policy | Number of stakeholders invited | 1 st REACT Group meeting | 2 nd REACT Group meeting | 3 rd REACT Group meeting | 4 th REACT Group meeting | Number of energy poor tenants or representatives involved |
|---------------|--|---|--|---|-------------------------------------|-------------------------------------|---|
| | | (1 st / 2 nd / 3 rd / 4 th REACT group meeting) | (# participants / # stakeholder groups represented / participation rate) | | | | |
| AEA | Energy advice & policy coordination for energy poverty alleviation | 24 / 4 / 8 / 12 | 18 / 8 / 75% | 4 / 2 / 100 % | 8 / 1 / 100 % | 12 / 2 / 100 % | 4*, 50 |
| CRES | EEO Scheme and Energy Upgrade of Buildings | 33 / 33 / 6 | 20 / 13 / 61% | 18 / 13 / 55% | 6 / 2 / 100% | N/A | 4* |
| DOOR | National programme for renovation of buildings | 6 / 6 / 18 | 6 / 5 / 100% | 6 / 4 / 100% | 18 / 14 / 100% | N/A | 12* |
| ENEA | Training and information campaign | 21 / 21 / 21 | 24 / 19 / 90% | 20 / 16 / 76% | 19 / 12 / 57% | N/A | 2* |
| HU | Energy Box | 8 / Part I: 8 / Part II: 10 / 12 / 55 | 8 / 3 / 100% | Part I: 5 / 3 / 62 % Part II: 1 / 1 / 10 % | 7 / 3 / 58 % | 8 / 4 / 15% | 425 |
| TREA | National retrofitting fund | 54 / 54 / 54 | 29 / 16 / 40% | 16 / 8 / 20% | 14 / 6 / 13% | N/A | 2* |
| WI | Heating related energy advice | 20 / 20 / 20 | 20 / 13 / 100% | 12 / 9 / 60% | 12 / 9 / 60% | N/A | 10* |
| | Pre-paid app | 11 / 11 / - | 11 / 8 / 100% | 7 / 5 / 64% | N/A | N/A | 118 |

* Involvement of energy poor tenant's perspective via intermediary organisations (e.g., charitable or social work associations) or energy advisors working with energy poor tenants

3.2 Updates of the National SES

Overall, apart from specifications of the policy design improvements and the number of REACT and target group meetings and participants as well as new organisations participating 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 as well as the updates made in D4.6. The following table provides an overview of the updates by pilot country.

Table 2: Overview of updates to National Stakeholder Engagement Strategies

| Pilot country | Update(s) |
|---------------|--|
| AT | To disseminate the materials developed, AEA worked more closely with the national climate protection program klimaaktiv and also with the Chamber of Labor, both of which are interested in disseminating the new material for energy poor households. Through the cooperation with klimaaktiv, it was also possible to contact the working group for energy consultants in Austria through their channels. The materials will also be presented as part of new training courses, through which social workers will be trained on energy-saving topics in the home. Through the REACT group it was also possible to participate in meetings with the Ministry of Social Affairs, which also wants to use the new materials in its support programs for households. |
| DE | Update of policy design improvements as well as novel obstacles for the implementation of the visualisation of energy costs in the pre-paid app. |
| EE | No updates |
| EL | No updates |
| HR | In addition to the initial co-design sessions, 6 additional REACT group meetings and 6 TARGET group meetings in total were implemented: <ul style="list-style-type: none"> • 2. Target Group meeting: 3 participants participated representing 3 different organizations - 2 different stakeholder groups. • 4. REACT Group meeting: 14 participants participated representing 8 different organizations organizations - 3 different stakeholder groups. • 5. REACT Group meeting: Number of participants unknown, representing 12 different organizations - 3 different stakeholder groups. • 3. Target Group meeting: 85 participants participated representing 1 organizations - 1 stakeholder group. • 6. REACT Group meeting: 30 participants participated representing 14 different organizations – 6 different stakeholder groups. • 4. Target Group meeting: Number of participants unknown, representing 2 different organizations - 1 stakeholder groups. • 7. REACT Group meeting: 11 participants participated representing 9 different organizations - 5 different stakeholder groups. • 5. Target Group meeting: 11 participants participated representing 3 different organizations - 1 stakeholder group. • 8. REACT Group meeting: 20 participants participated representing 4 different organizations - 4 different stakeholder groups. • 9. REACT Group meeting: 12 participants participated representing 11 different organizations - 4 different stakeholder groups. • 6. Target Group meeting: 20 participants participated representing 4 different organizations - 3 different stakeholder groups. |
| IT | No updates |
| NL | In addition to the initial co-design sessions, 4 additional REACT group meetings* were implemented. We elaborated on two different target groups: people with a migration background and students. <ul style="list-style-type: none"> • 5. REACT group meeting: 21 participants invited, 6 took part (29%) from 3 different stakeholder groups. • 6. REACT group meeting: 53 participants invited, 12 took part (23%) from 5 different stakeholder groups. • 7. REACT group meeting: 12 participants invited, 6 took part (67%) from 3 different stakeholder groups. <p><i>*ENPOR researchers are excluded from the # of participants that took part.</i></p> |

3.3 Final Stakeholder Engagement Strategies for each support scheme

3.3.1 Austria (AEA)

Table 3: 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 | Development of a concept for structural energy poverty mitigation measures | <p>The original measure (Financial support scheme for thermal refurbishment measures for low-income households) changed because the implementation and responsibility were completely handed over to the federal states preventing AEA to participate.</p> <p>During the REACT group meetings and the close exchange with the Ministry of Climate Protection it became clear that policy proposals for structural measures are needed, which can help to build the foundation to support energy poor households in a more targeted way. For this purpose, the AEA developed a concept for structural energy poverty mitigation measures in Austria, through which different activities can be implemented so that a better basis for decision-making can be created and synergies can also be used more strongly. It includes several proposed activities that are built on the following pillars:</p> <ul style="list-style-type: none"> • -Establishment of a decentralised advisory service • -Quality assurance of advice services • Training and further education for counsellors • -Key stakeholder participation • -Data collection and monitoring • -Establishment of a central contact point | The AEA can only develop a first draft and proposals here. Implementation must ultimately be decided at the political and ministerial level. Therefore, an implementation in the project time cannot be guaranteed, but it represents an important contribution in the development of possible solutions. | A proposal of this kind has not yet been developed and thus represents an important contribution to the policy process in Austria to identify possible new solutions that can help to combat energy poverty in a more structured way and not only through various individual measures that can often alleviate symptoms and not address the causes. |

Identification and analysis of stakeholders

Table 4: 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 (e.g., informing people about offers of help, etc.). | <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 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 Information Austrian Pensioners' Association (and Vienna branch organisation) | They can contribute their experience and the views of the groups of people 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 | They are certainly keen to address the issue of energy poverty more closely. The possibility to get in direct contact with political actors in a working group and to work out possibilities together to | + | For the project itself, their opinion is important and an important way to get input from representatives of key target groups. However, their influence on important stakeholders is rather low. | + |

| | | | | | | |
|--------------|--|---|--|----|--|-----|
| | <ul style="list-style-type: none"> Austrian platform for single parents | support services. Representatives of specific subgroups will also be invited to this end. | 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. | | | |
| 6. Utilities | <ul style="list-style-type: none"> Wien Energie EVN Verbund | 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. | 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. | ++ | 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. | +++ |

Stakeholder mapping (Power-Interest-Grid)

Table 5: Stakeholder categorisation / mapping for the Austrian support schemes

| 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) | |

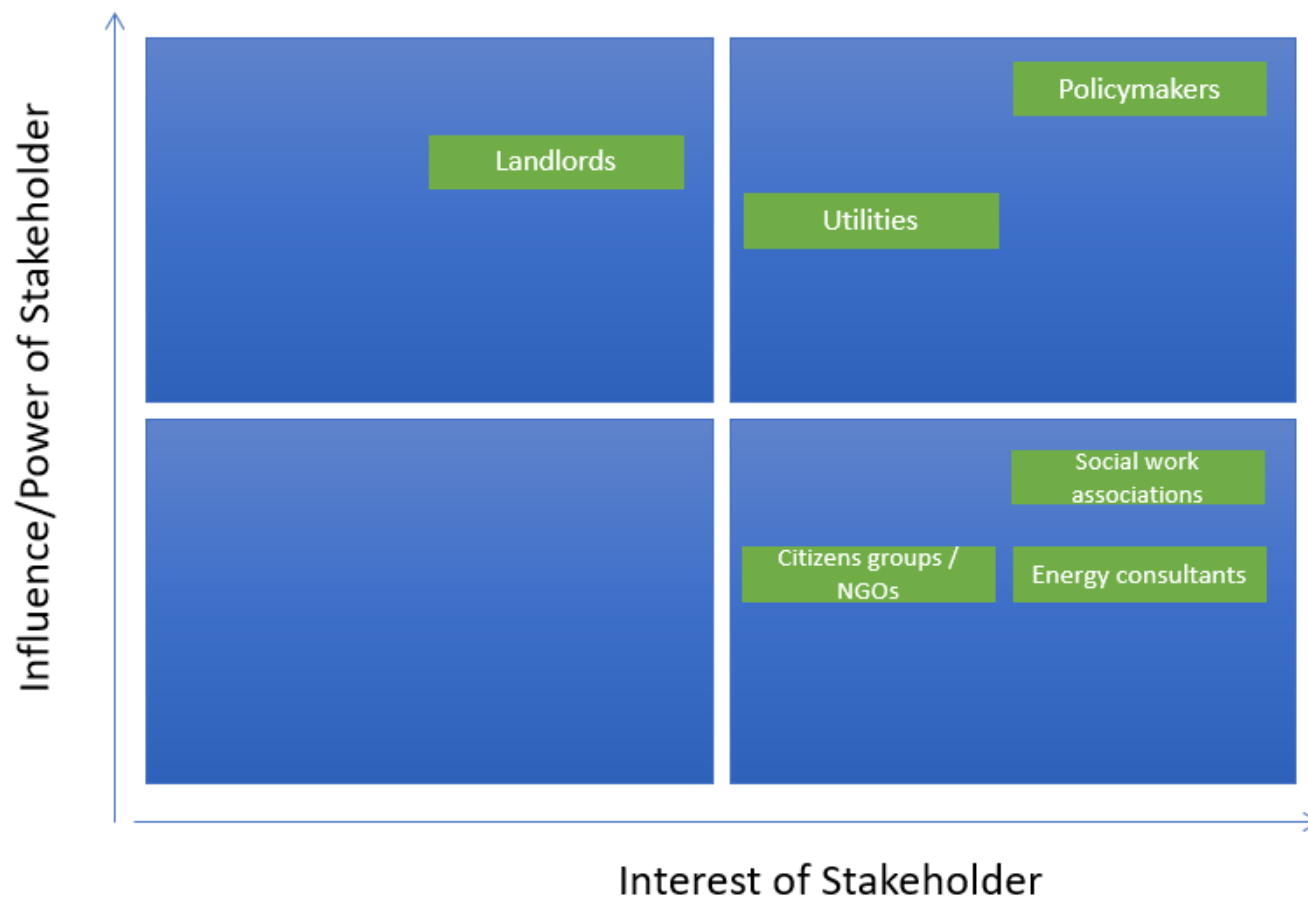


Figure 1: Power-Interest-Grid for the Austrian support schemes

Stakeholder communication/initial engagement

Table 6: 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.</p> <p>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 from us.</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 contribute to the development or improvement of solutions that can really help them. | <ul style="list-style-type: none"> • REACT group meetings • Invitation to project events • bilateral talks • regular contact with subcontractor • contact through subcontractor |
| 4. Policy makers | <p>In general, too little</p> | <p>Focus on the private sector is important. Energy poverty is</p> | <ul style="list-style-type: none"> • Their overall objective is to combat energy | <ul style="list-style-type: none"> • REACT group meetings |

| | | | | |
|---|--|--|--|---|
| <p>/ Public institutions</p> | <p>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.</p> | <p>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.</p> | <p>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.</p> <ul style="list-style-type: none"> • 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"> • Invitation to project events • bilateral talks with contact persons • Information by email • contact through subcontractor (also has co-operations with political level) |
| <p>5. Citizens groups / NGOs</p> | <p>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.</p> | <p>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.</p> | <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 |
| <p>6. Utilities</p> | <p>From our experience, the cooperation works well and there is also an interest in participating in projects. We see no relevant barriers here.</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. 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> | <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 our experience, usually leads to a willingness to participate. | <ul style="list-style-type: none"> • REACT group meetings • Invitation to project events • bilateral talks with contact persons • Information by email • contact via subcontractor (also has co-operations) • Contact via multipliers (e.g., project partners, ministry) • News about the project via social media |

Involvement of energy poor tenants

Table 7: 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 already enjoy the trust of many households and have a good reputation. This would also make it easier to overcome possible reservations. | 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 these conversations in order to record the input of the households. | 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 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 to be effective. Conversations with energy poor individuals are documented by our intermediary. | 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 (what are their problems, wishes? What concrete support do they need?) are to 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. |

3.3.2 Germany (WI)

Table 8: 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"> • To improve the effectiveness of the heating advice, several elements were added to the advice practice: First, advisors were asked to ask households about their comfort levels, to start of the conversation about heating / ventilation. Secondly, a set of visual aids were developed to support the adoption of efficient heating and ventilation behaviour, using a thermohydrometer as reference point. |
| WI | Germany | Pre-paid metering EnergieRevolve (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 • Restricted budget (practice partner side), related effects on time schedule • Recent roll-out of a new interface • Recently introduced price caps cause problems for the visual display of costs | <ul style="list-style-type: none"> • Evaluation of the app: effect on energy consumption, user structure and experience • To increase the utility of the app for its users, a novel section has been developed and integrated that provides both energy saving tips for different applications sorted by room type (i.e., kitchen, living room) as well as information on support programmes (e.g., housing assistance or free energy advice) . Furthermore, the consumption display has been improved to allow an easy visual comparison of current electricity consumption and costs to earlier timeframes. |

Table 9: 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: 0, +, ++, +++) | | |
|---|---|---|---|---|---|-----|
| 1. Landlords / Co-Owner / Tenant Associations | <ul style="list-style-type: none"> 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 | ++ |
| | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | ++ | <ul style="list-style-type: none"> Implementing partner | ++ |
| | <ul style="list-style-type: none"> 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 | ++ | <ul style="list-style-type: none"> Implementing partner | ++ |

| | | | | | | |
|--|---|--|---|------|--|-------|
| 4. Policy makers / public institutions | <ul style="list-style-type: none"> 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 | ++ | <ul style="list-style-type: none"> Finance of support measure | +++ |
| | <ul style="list-style-type: none"> 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 | ++ | <ul style="list-style-type: none"> Dissemination of advice offer | + |
| | <ul style="list-style-type: none"> 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 group | ++/+ | <ul style="list-style-type: none"> Implementing partner | +++/0 |

| | | | | | | |
|--------------------------------------|--|--|--|----|---|----|
| | <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 EnergieRevolve | ++ | <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 10: Stakeholder categorisation / mapping for the German ESC support scheme

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

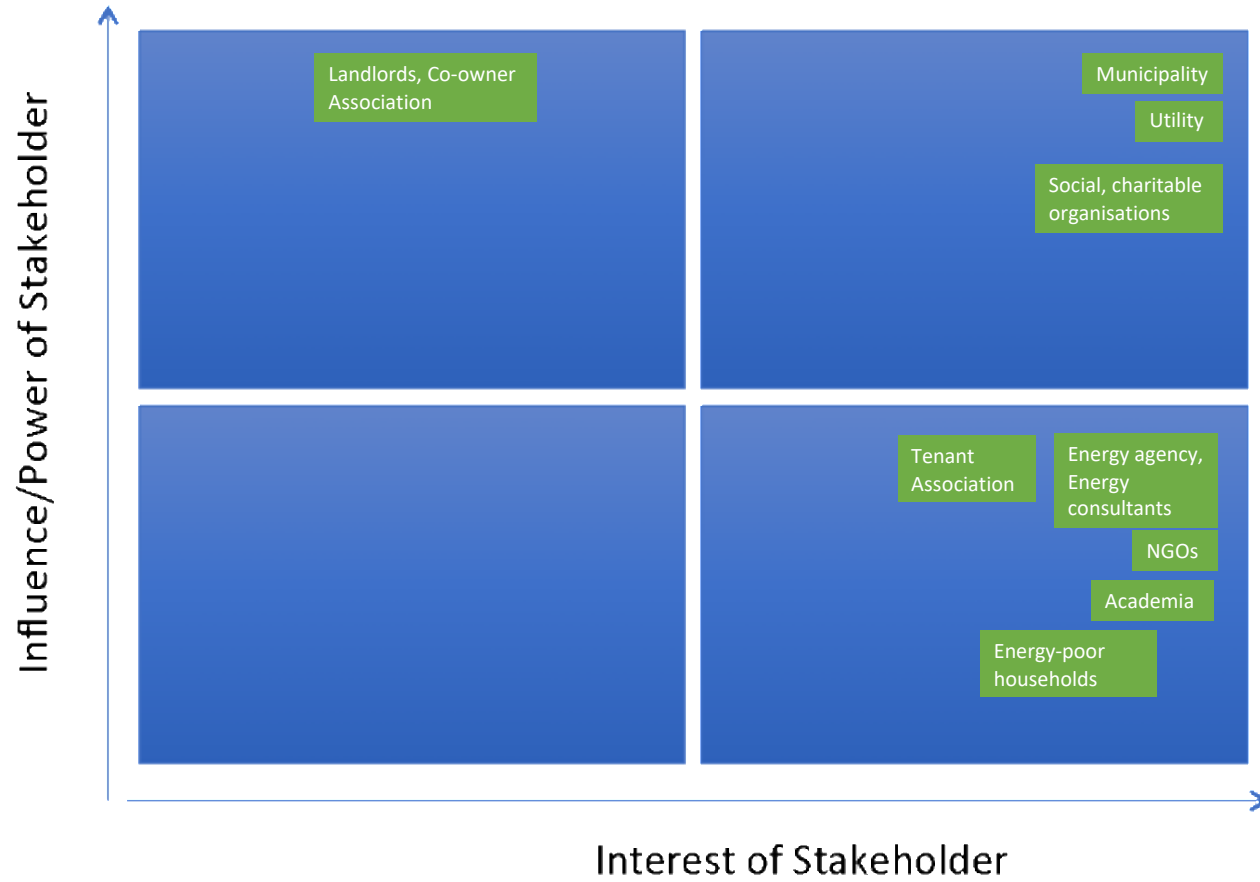


Figure 2: Power-Interest-Grid for the German ESC support scheme

Table 11: 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 |

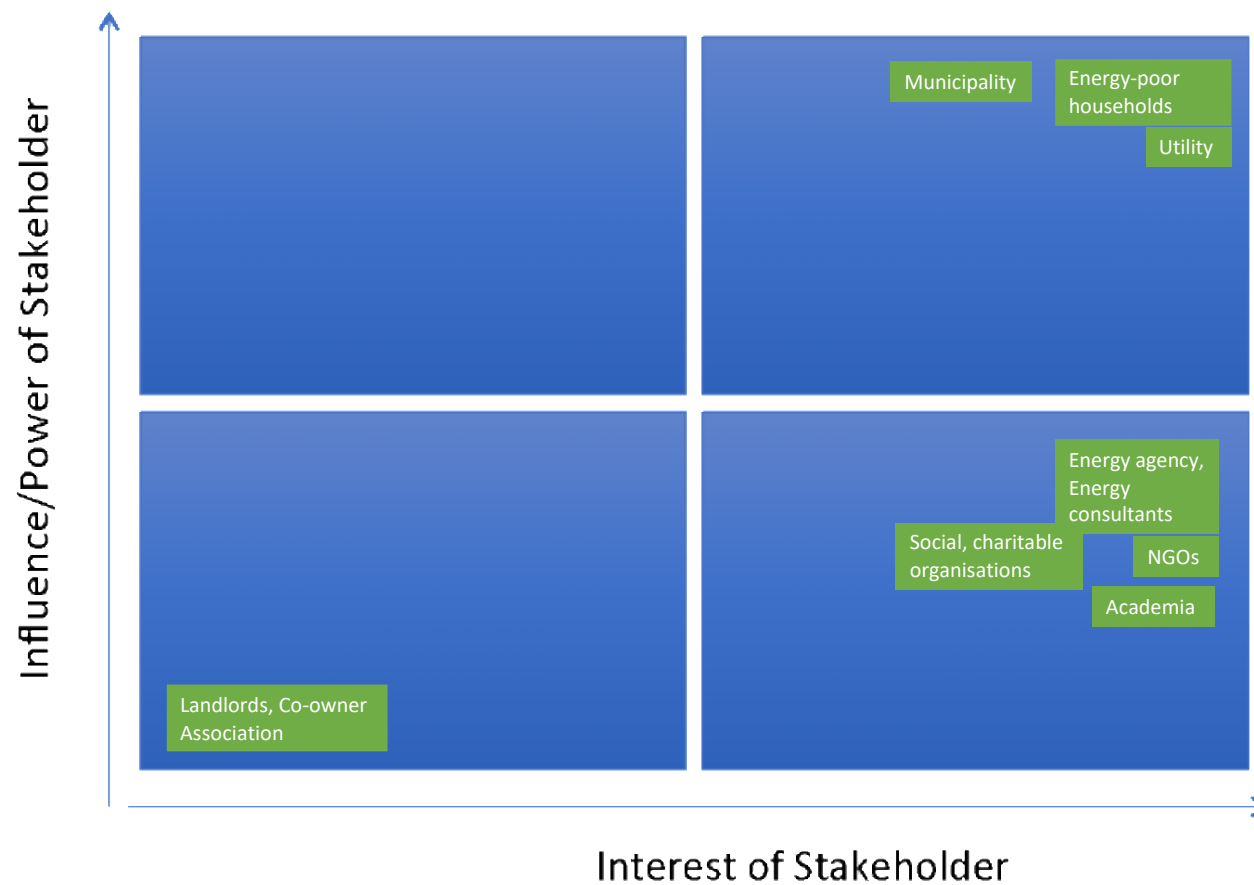


Figure 3: Power-Interest-Grid for the German PPM support scheme

Stakeholder communication/initial engagement

Table 12: 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 Strengthen energy democracy Direct involvement in related programme/product development | <ul style="list-style-type: none"> Chance to speak for the groups they represent Increase awareness. Enable citizens to save money Knowledge exchange Networking | <ul style="list-style-type: none"> REACT group meetings Information by email Phone |

| | | | | |
|----------------------------|--|---|---|---|
| <p>6. Utilities</p> | <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 |
| <p>7. Others</p> | <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 13: 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 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><u>Intermediaries:</u> Energy advisors of energy poor households.</p> <p><u>Format:</u> Discussion and common brainstorming in a video conference, 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><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 heating advice.</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 preliminary ideas and questions for the session and anticipate potential issues. Provide a document outlining the concept, process and target of the co-design in a concise and easily understandable manner.</p> | <p>Introduce the project and process. Create a trusting environment, choose appropriate tools and methods: communicate the session as a safe space, observe individual needs and group dynamics to recalibrate process if necessary. Ice-breaker activity to learn personal things about group members.</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: Examine development of comfort levels, adoption of advised measures, heating cost bills</p> |
| 2. Customers of the EnergieRevolve using the smart metering | <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</p> | <p><u>Recruitment:</u> via the implementing partner EnergieRevolve, 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>Tool: Online survey, Facebook chat. Clarify purpose of each question. Communicate the exchange as a safe space, observe individual needs and</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</p> |

| | | | | | | |
|--|--|---|--|--|---|--|
| | | programmes to better match the needs of the customers | | | group dynamics to recalibrate process if necessary. Technics: prepare possible questions with a Likert scale and also include open questions | restrictions and requirements. Impact monitoring of the redesigned policy via second survey |
|--|--|---|--|--|---|--|

3.3.3 Estonia (TREA)

Table 14: 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 15: 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 | +++ | • Homeowners/landlords are in the legal position for improving the building | + |
| | • Union of Co-operative Housing Associations of Tartu (TARKÜL) | • Input about the needs of housing associations | | ++ | | + |
| | • Estonian Homeowners Association (Eesti Omanike Keskkliit) | • Input about the needs of homeowners | | ++ | | + |
| 2. Charitable and social work associations | • Food Bank (MTÜ Toidupank) | • Input about the scale and regions for economically disadvantaged households | • Support people in immediate need | + | • Informing and sharing the knowledge | + |
| 3. Energy consultants | • Tartu Regional Energy Agency (TREA) | • Coordination and technical expertise | • Technical expertise of refurbishments. Knowledge about energy performance and good indoor climate | +++ | • Informing and sharing the knowledge | + |
| | • Energy Agency of Tallinn | • Technical expertise of refurbishments | | + | | + |
| | • Energy Agency of Saaremaa | • Technical expertise of refurbishments | | + | | + |
| 4. Policymakers / Public institutions | • Tartu City Government | • Input about the potential role of municipalities | • Increase the energy performance of buildings, improve the quality of housing, reduce energy | ++ | • Informing and improving local regulations | +++ |
| | • Tartu Municipality | | | + | | ++ |
| | • Luunja Municipality | | | + | | ++ |

| | | | | | | |
|---------------------------|---|--|---|----|--|-------|
| | • Kambja Municipality | | poverty | + | | ++ |
| | • Nõo Municipality | | | + | | ++ |
| | • Elva Municipality | | | + | | ++ |
| | • Rakvere City Government | | | ++ | | ++ |
| | • Ministry of Economic Affairs and Communication | • Redesign of the refurbishment policy | • Reduce energy poverty • Provide the building refurbishment grant and inform the housing associations | ++ | • Improving national policies | ++ |
| | • Ministry of Finance | | | ++ | | +++ |
| | • SA KredEx | | | ++ | | +++ |
| 5. Citizens groups / NGOs | • Annelinna society (MTÜ Annelinna selts) | • Input about the needs of citizens | • Improve/inform the living conditions of the inhabitants and improve the overall appeal of the district | + | • Access to the building associations in the district | + |
| | • Karlova society (MTÜ Karlova selts) | | | + | | + |
| | • Supilinna society (MTÜ Supilinna Selts) | | | + | | + |
| | • Tartu Association of the Sustainable Renovation Information Center (MTÜ Säästva renoveerimise infokeskus Tartu ühendus) | • Technical expertise of refurbishments | • Promote the concept and provide the knowledge about sustainable renovation | + | | + |
| 6. Utilities | • Kvatro | • Selection of risk-sensitive neighbourhoods | • Commercial interests | ++ | • Access to the data of domestic customers | ++ |
| | • FORTUM | | | + | | +++ |
| | • Elektrilevi | | | + | | +++ |
| | • Eesti Gaas | | | + | | +++ |
| | • Tartu Veevärk | | | + | | +++ |
| | • TELIA | | | + | | +++ |
| | • Ropka Dwelling (Ropka elamu OÜ) | | | ++ | | ++ |
| | • Tartu Housing management (Tartu Elamuhaldus) | | | ++ | | ++ |
| 7. Other | • Universities; TBC | • Selection of risk-sensitive neighbourhoods | • Improve/inform the living conditions of the students | + | • 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 | • Readiness for retrofitting • Commercial loans for retrofitting | • Commercial interests | + | • Access to the finance and data for improving the living conditions | ++ |
| | • Real estate development companies (3-4); TBC | | | ++ | | ++ |
| | • Construction companies | | | + | | ++ |
| | • Commercial Banks | | | ++ | | +++ |

Stakeholder mapping (Power-Interest-Grid)

Table 16: 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 |

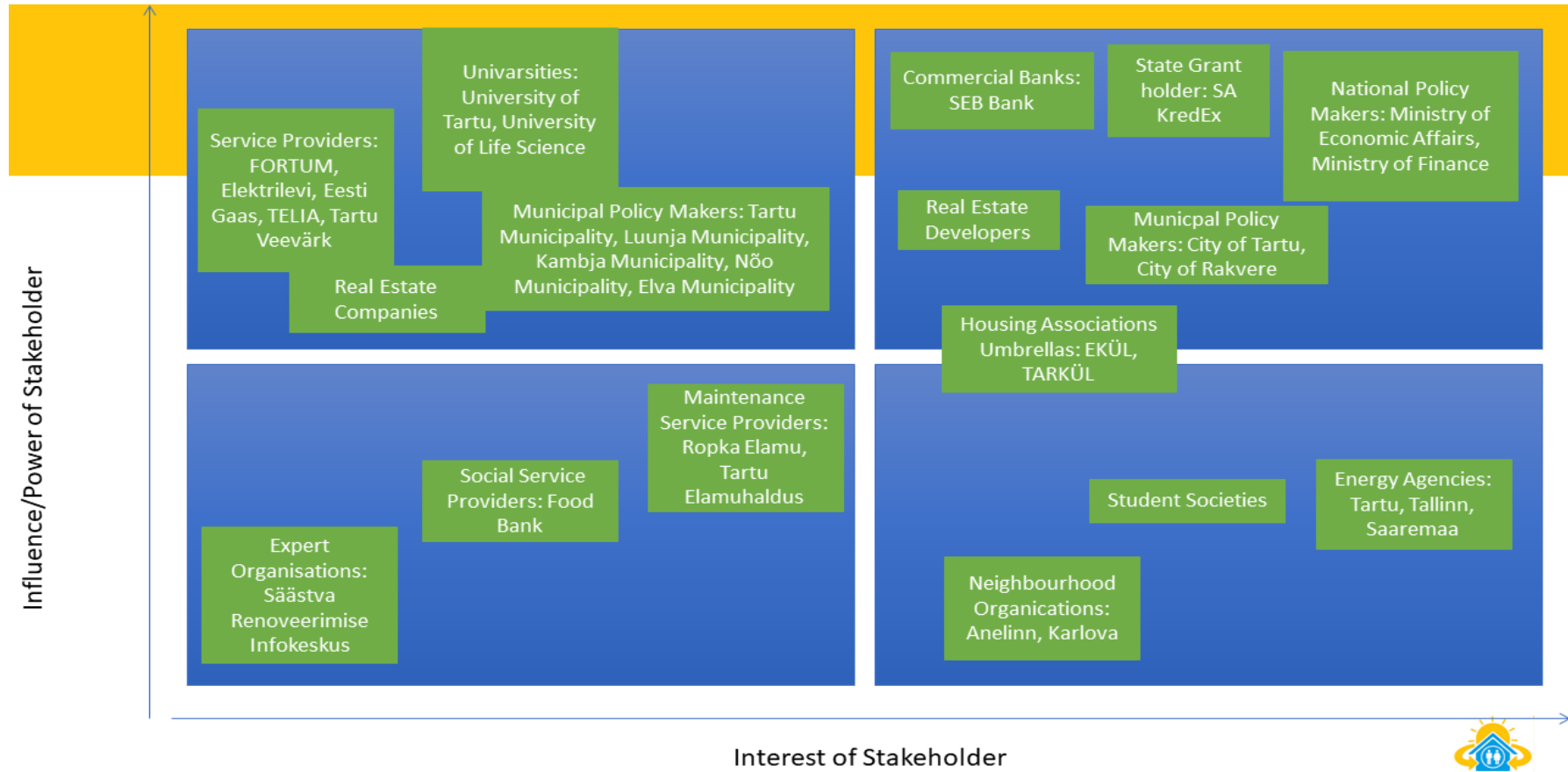


Figure 4: Power-Interest-Grid for the Estonian support scheme

Stakeholder communication/initial engagement

Table 17: 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 18: 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 19: 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 20: 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 | • 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 | ++ | ++ |
| | • WWF | | + | + |
| | • Greenpeace | | + | + |
| | • Social Cooperative "Wind of Renewal" | | + | 0 |
| | • 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 | • Public Power Corporation | Actual involvement into the design, implementation and monitoring of the selected policy measures | + | ++ |
| | • Natural Gas Greek Energy Company | | + | ++ |
| | • Hellenic Petroleum Marketing Companies Association | | + | ++ |
| | • Hellenic Association of Independent Power Producers | | + | ++ |
| 6. Others | • 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 |
| | • Institute for Environmental Research and Sustainable Development - National Observatory of Athens | | + | 0 |
| | • Aristotle University of Thessaloniki | | + | 0 |
| | • National and Capodistrian University of Athens | | + | 0 |
| | • University of Western Attica | | + | 0 |
| | • Heinrich-Böll-Stiftung | | + | 0 |
| | • 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 21: Stakeholder categorisation / mapping for the Greek support schemes

| Power-Interest Category | Stakeholders |
|---|---|
| <i>High interest and high power (Key Players)</i> | 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 |
| <i>Low interest, but high power (Meet their Needs)</i> | S12. Association of Greek Regions S13. Central Association of Greek Municipalities |
| <i>High interest, but low power (Keep informed)</i> | 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 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 |
| <i>Low interest and low power (Monitor)</i> | S28. General Consumers' Federation of Greece S29. Association of Greek Valuers |

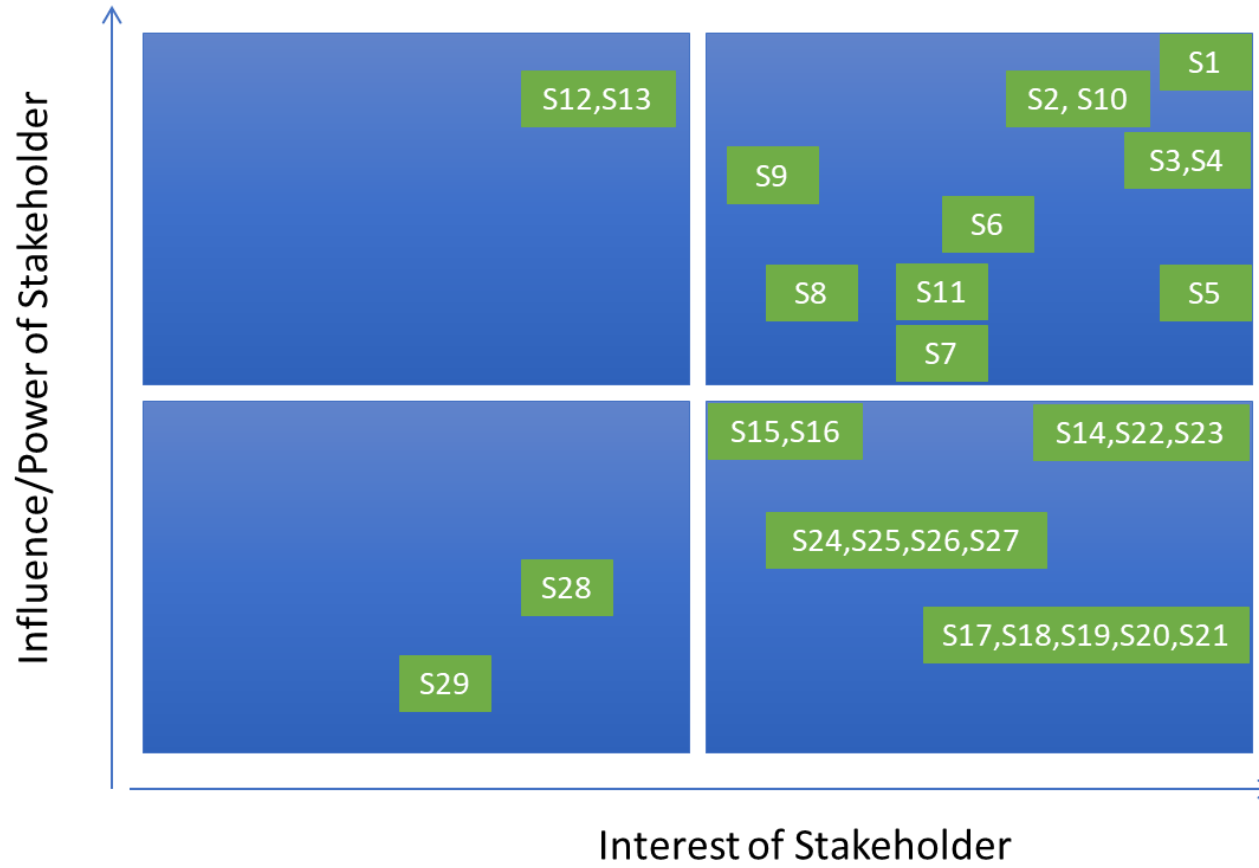


Figure 5: Power-Interest-Grid for the Greek support schemes

Stakeholder communication/initial engagement

Table 22: 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 | <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 policies in order to alleviate | <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 Engagement of the Central Association of Greek |

| | | | | |
|----------------------------------|--|--|---|--|
| | | energy poverty and address the problem of split incentives | <ul style="list-style-type: none"> • Exploit the provided technical assistance and be informed by the presented best practices | <p>Municipalities and the Association of Greek Regions</p> <ul style="list-style-type: none"> • Invitation to project events • Information about the project via social media and different dissemination material (leaflets, infographics etc.) |
| 5. Citizens groups / NGOs | <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.) |
| 6. Utilities | <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 23: 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 the energy poor households will be achieved through the associations, which participate into the REACT Group (mainly Panhellenic Association for the Protection of Tenants, the Central Association of Greek Municipalities and EKPIZO - Certified Consumer Union). 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 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 24: 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> <ol style="list-style-type: none"> 1. “Programme of energy renovation of family houses 2014 – 2020” - in 2020 there was an amendment to the program - <u>Public call for citizens at risk of energy poverty</u> 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 2. “Programme of energy renovation of multi-apartment buildings for the period 2014 – 2020 “ <p>The Programme is planned to continue according <u>National Programme for Renovation of Buildings for the period 2021-2027.</u></p> <ol style="list-style-type: none"> 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 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 | <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 • ENPOR can provide assistance in targeting energy poor households and supporting the uptake in the municipality Buševac, city of Zagreb, , city of Križevci and city of Zadar • ENPOR will develop strategies in the REACT group to engage landlords directly and motivate them to use Programme |

| | | | | | |
|--|--|--|--|---|--|
| | | | <p>house in an earthquake in 2020 will also be taken into account when allocating the funds</p> <ol style="list-style-type: none"> 2. Program for energy renovation of multi-apartment buildings for the period up to 2030 - covers the energy renovation of undamaged multi-apartment buildings and earthquake-damaged multi-apartment buildings, with the aim of reducing energy consumption and increasing the safety and resistance of existing multi-apartment buildings. The estimated investment for implementing the measure amounts to HRK 17.2 billion. This program brings green infrastructure measures, which reduce building heating and heat islands in cities. 3. Program for alleviation of energy poverty, which includes the use of renewable energy sources in residential buildings in assisted areas and areas of special state concern for the period 2021-2025 (Decision (Official Gazette, No. 143/2021) - The program will positively contribute to the reduction of energy poverty, the health of tenants, employment, spatial planning and the increase of real estate values. The program also envisages the use of renewable energy sources, mainly photovoltaic systems whose total potential can ensure the production of electricity at the location for self-consumption in the amount of about 4,360 MWh per year, which will reduce CO2 emissions by about 691 tons per year. HRK 150 million (19.957.418 €) from NPOO and HRK 205 million (27.275.139 €) from the state budget are planned for the entire implementation of the Program in the implementation period. The program covers the renovation of 387 residential buildings and 100% of the renovation costs are planned to be financed. | <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> à 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. | |
|--|--|--|--|---|--|

Identification and analysis of stakeholders

Table 25: 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) Building management company Monel d.o.o, Association of building manager Inkasator d.o.o. - city of Karlovac GSKG (City Housing and Municipal Services Company) - city of Zagreb Technoplast d.o.o. - city of Split | <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 à 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 |
| 2. Charitable and social work associations | <ul style="list-style-type: none"> Caritas Red Cross Social Welfare Centre in Zagreb Committee of the City of Zagreb for the allocation of apartments for rent social housing) | <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 | <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 | <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 |

| | | | | | | |
|---------------------------------------|---|--|--|----|---|-----|
| | | information on energy efficiency measures and sharing information on potential financial support | existing financial schemes to help energy-poor citizens) - as one part of the problem they deal with <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. | | 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 | |
| 3. Energy Agency / Energy consultants | <ul style="list-style-type: none"> • Energy Institute Hrvoje Požar (EIHP) • Agency - ZADRA d.o.o. • REGEA (Regional Energy Agency of Northwestern Croatia), • MENEA (Medjimur energy agency) | <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 stakeholders from the policy level. • Further development of own information materials | ++ | <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 | + |
| 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) • Ministry of Culture | <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 | <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 | ++ | <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 | +++ |

| | | | | | | |
|---------------------------|---|---|---|----|---|-----|
| | <ul style="list-style-type: none"> The Environmental Protection and Energy Efficiency Fund (FZOEU) Agency for legal transactions and real estate brokerage (APN) Central State Office for Reconstruction and Housing HGK (Croatian Chamber of Commerce) Municipality of Buševac City of Križevci City of Zadar City of Zagreb | important participants in the REACT group for elaboration of new mitigation measures and in a dialogue with important stakeholders from the policy level | and develop measures for PRS <ul style="list-style-type: none"> Learning from the experts and working together to learn from the experiences of other countries is also an important point. | | also increases the willingness of other relevant stakeholders to participate. | |
| 5. Citizens groups / NGOs | <ul style="list-style-type: none"> OSS Buševac KLIK (energy cooperative) Institute for Social Research in Zagreb (IDIZ) Green action, Croatian Council for Green Building PNG (Right to the town) Zgradonačelnik | <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 ELEKTRA (Croatian Electrical Utility Company), HEP OPSKRBA (Croatian Electrical Utility Company), HEP TOPLINARSTVO (Croatian Heating Company) HEP ESCO | <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> They are obliged to implement various 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. | + | <ul style="list-style-type: none"> They have an important role to play at the political level - they are able and also obliged to implement various measures to support vulnerable households | +++ |

Stakeholder mapping (Power-Interest-Grid)

Table 26: Stakeholder categorisation / mapping for the Croatian support scheme

| Power-Interest Category | Stakeholders |
|--|---|
| <i>High interest and high power (Key Players)</i> | Polymakers, 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> | |

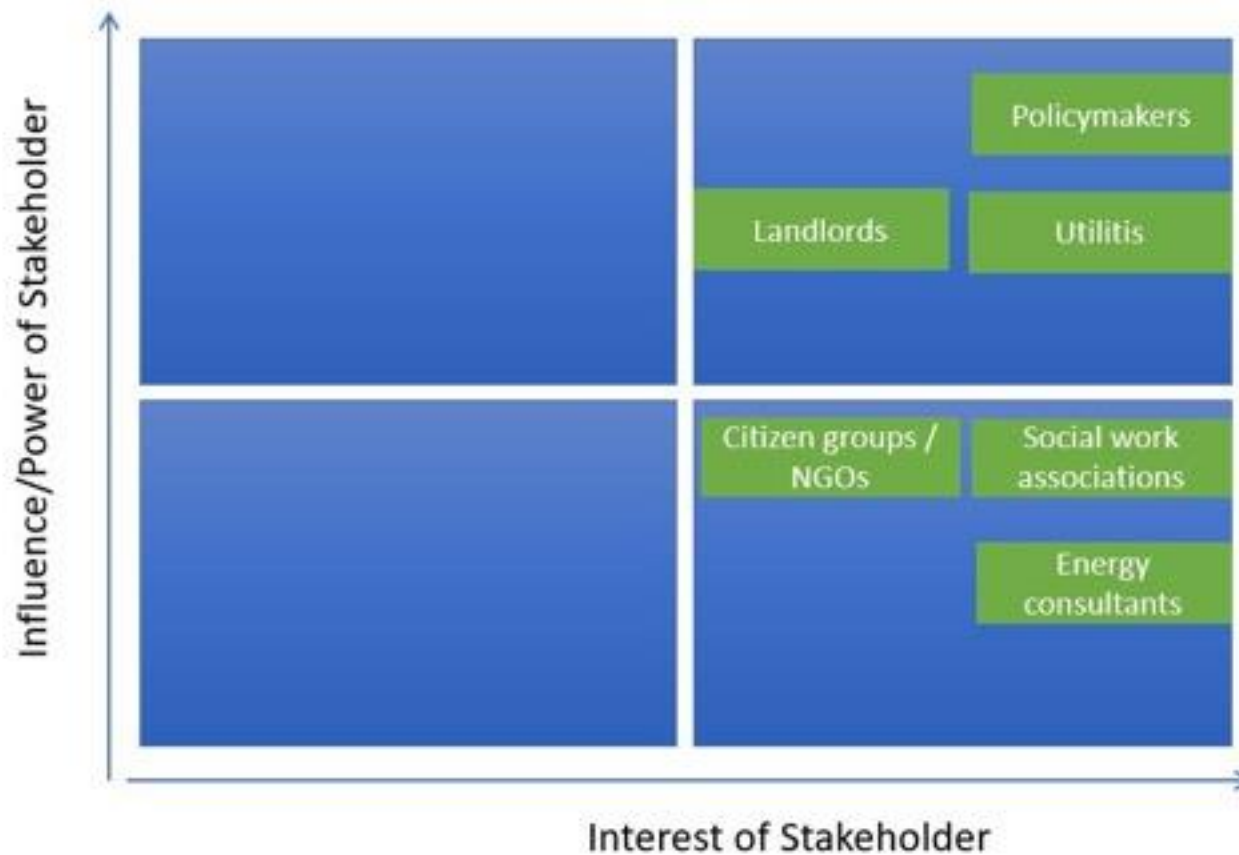


Figure 6: Power-Interest-Grid for the Croatian support scheme

Stakeholder communication/initial engagement

Table 27: 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 energy efficiency of their real estate - better market price in rent / attractive rent) and their tenants (energy refurbished home that requires less expense in paying 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 citizens and | <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 |

| | | | | |
|---|--|--|---|---|
| | 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 private rental sector 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 28: 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 then have to be defined But interviews with energy poor individual will be documented by officials of the city of Zagreb, Križevci, Buševac and Zadar County and employees of DOOR And workshops and etc. will be also 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 pandemics) In the POWERPOOR sister project DOOR opened the Center for Combating Energy Poverty and through the center DOOR will organize workshops to invite tenants/landlords and building managers As part of the POWERPOOR project an energy poverty survey (using POWERPOOR toolkit) will be conducted in the area of city of Križevci (approximately 220 direct households | <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. |

| | | | | | | |
|--|--|--|--|--|--|--|
| | | | | | <p>will be visit</p> <ul style="list-style-type: none"> As part of the EmpowerMed project an energy poverty survey will be conducted in the area of city of Zadar and Zadar County (approximately 200 direct households will be visit) As part of EPAH technical assistance and POWERPOOR project an energy poverty survey will be conducted in the area of city of Zagreb (approximately 400 direct households will be visited) | |
| <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 And workshops and etc. will be also 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) As part of the BušEko? project an energy poverty survey was conducted in the area of Buševac (300 completed surveys) As part of the POWERPOOR project an energy poverty survey (using POWERPOOR toolkit) will be conducted in the area of city of Križevci (approximately 220 direct households will be visit) As part of the EmpowerMed project an energy poverty survey will be conducted in the area of city of Zadar and Zadar County (approximately 200 direct households will be visit) | <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 29: 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). | <p>Identifying energy poor households is still a challenge, especially since there is still no official definition for them in Italy.</p> <p>Currently there is not a specific focus on tenants and energy poor households in this policy and in the tax deduction scheme.</p> | <p>ENPOR can provide assistance in targeting energy poor households.</p> <p>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.</p> |

Identification and analysis of stakeholders

Table 30: 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: o, +, ++, +++) | |
|---|---|---|---|-----|--|-----|
| | | | | | | |
| 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 ▪ ANACI - Associazione Nazionale Amministratori Condominiali e Immobiliari ▪ ANAIP - Associazione Nazionale Amministratori Immobiliari Professionisti ▪ ANAMM - Associazione Nazionale-europea AMMinistratori d'Immobili ▪ ALAC - Associazione Liberi Amministratori di Condominiali ▪ UNAI - Unione Nazionale Amministratori d'Immobili ▪ SICET - Sindacato Inquilini Casa e Territorio, SICET ▪ Confedilizia | <p>Administrator 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 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.</p> <p>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> | <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. | +++ |
| 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</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 | +++ | They might not have much power in bargaining with owner. However, they have the possibilities to adopt and learn more energy efficient behaviours. | + |

| | | | | | | |
|--|--|---|--|----|---|-----|
| | | information and training. | | | | |
| 3. Charitable and social work associations | <ul style="list-style-type: none"> ▪ Caritas | They have an 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 Italy. | <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 | ++ | 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 aspects/problems | 0 |
| 4. Energy Agency / Energy consultants | <ul style="list-style-type: none"> ▪ Assoege - Associazione Esperti gestione Energia ▪ Assoesco | They have a very good understanding of energy efficiency issues and their contribution to the discussion can be important to find appropriate technical solutions. | <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 | 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. | 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. | ++ | 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. | +++ |
| 6. Citizens groups / NGOs | <ul style="list-style-type: none"> ▪ SPI CGIL ▪ Federconsumatori | This association have a good understanding of the people who they represent and can bring useful insight into the REACT group discussion. | 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. | + | Their opinion is valuable to have a broader perspective on the topics discussed. However, their influence on important stakeholders is rather low. | 0 |
| 7. Utilities | <ul style="list-style-type: none"> ▪ Fondazione Mattei ▪ Fondazione SNAM | Utilities already have experience with various instruments to support energy poor households. Their contribution it's | Utilities are obliged to implement various measures to protect vulnerable customer groups. Some already operate offices for this purpose, where they offer | ++ | 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 | +++ |

| | | | | | | |
|----------|---|---|--|---|---|---|
| | | important to highlight the technical barrier that energy poor households have to face and provide insight in finding appropriate solutions. | 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. | | 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 31: 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) | |

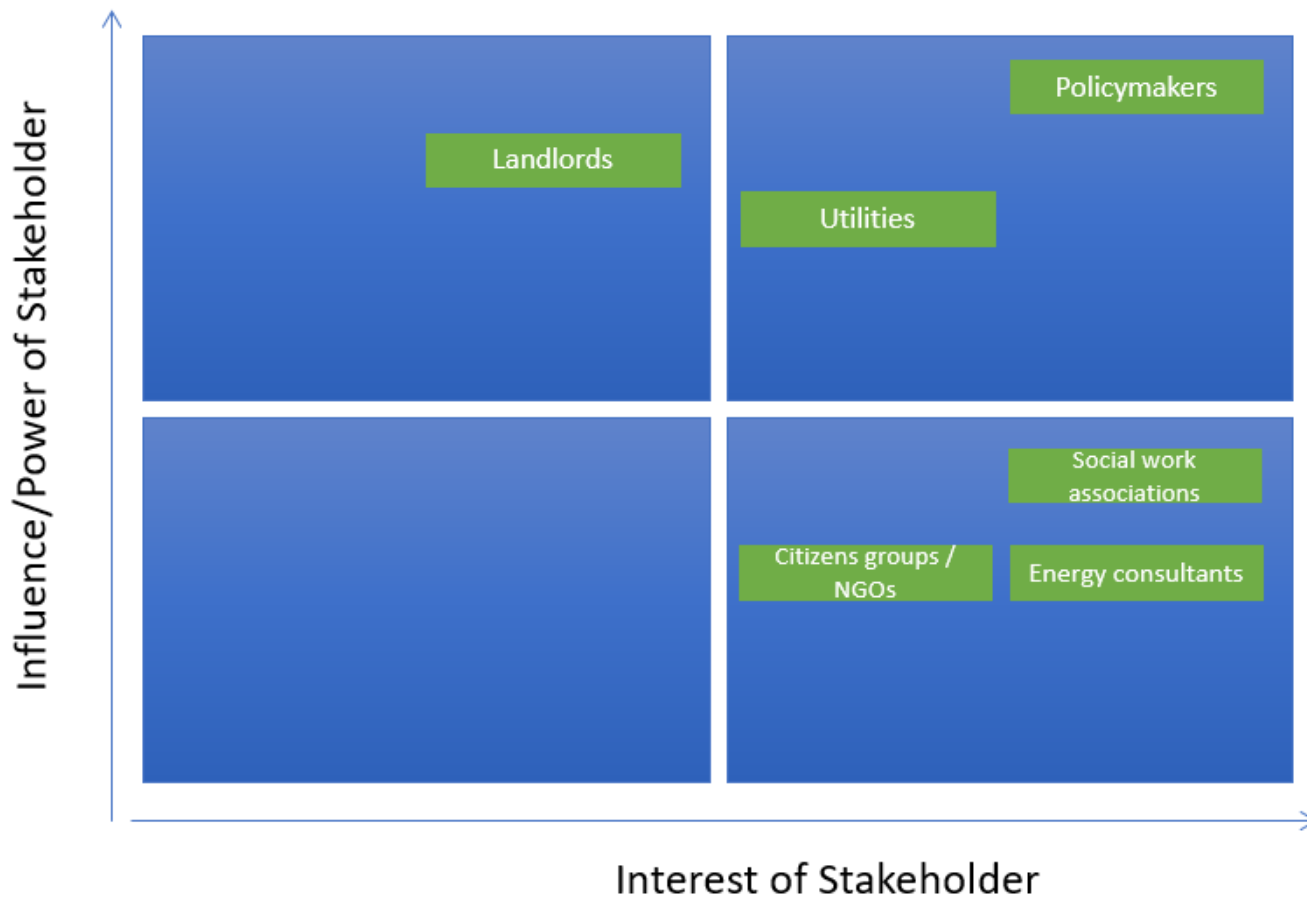


Figure 7: Power-Interest-Grid for the Italian support scheme

Stakeholder communication/initial engagement

Table 32: 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 dedicated, 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 |

| | | | | |
|----------------------------------|---|--|--|--|
| <p>5. Citizens groups / NGOs</p> | <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 |
| <p>6. Utilities</p> | | <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 |
| <p>7. Other</p> | | <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 33: 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 health situation allows it we will organise, using the building managers as intermediary, information activities for a small group of tenants which we can then monitor. This activity in order to be effective 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 efficiency 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 34: 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 an 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 measures. | <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, and community building activities. Enhancing impact by offering tenants extra assistance, such as follow-up visits and 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 35: 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"> Individual landlords/ investors Syntrus Achmea VBT groep Rebo Altera Vastgoed Bouwinvest a.s.r. Real Estate Lisman&Lisman EBG Zeist | <ul style="list-style-type: none"> Participation in REACT group, interviews, promote amongst tenants | <ul style="list-style-type: none"> Split incentives. They do projects to stimulate tenants to cut down energy bills by changing the tenants' behaviour. This happens besides large investments by the bigger investors. The individual and smaller landlords do less 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 Dock Protestantse Diaconie Utrecht Budgetcoaches | <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 Energycoaches of JMA Mijn Groene Huis | <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 interests to distribute their 'own' energy box or similar policies. | <ul style="list-style-type: none"> Powerful through their ownership of the Energy box, contact with energy coaches and experience in the field. |
| 4. Policymakers / Public institutions | <ul style="list-style-type: none"> Municipality of Utrecht Municipality of Zeist Municipality of Tilburg | <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 | <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 |

| | <ul style="list-style-type: none"> Municipality of Arnhem Local political parties | | schedule, methods etc. | | measures into actual policy. | |
|--|--|--|--|-----|--|-----|
| 5. Citizens groups / NGOs | <ul style="list-style-type: none"> Energie-U Stichting AI-Amal Project O Student associations (LSVB) | <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"> Powerful in (sharing their knowledge on) activating and involving citizens (tenants) | + |
| 6. Utilities | <ul style="list-style-type: none"> No representative organizations | <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 or organizations) | <ul style="list-style-type: none"> Woonbond Clients of Energy box Students | <ul style="list-style-type: none"> Participation in target groups, share their personal experiences in surveys. | <ul style="list-style-type: none"> Interested in saving money & energy. But at the same time have also other 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. | ++ | <ul style="list-style-type: none"> Their power has been limited, as we have not been very successful in reaching many 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. | +++ |

Stakeholder mapping (Power-Interest-Grid)

Table 36: Stakeholder categorisation / mapping for the Dutch support scheme

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

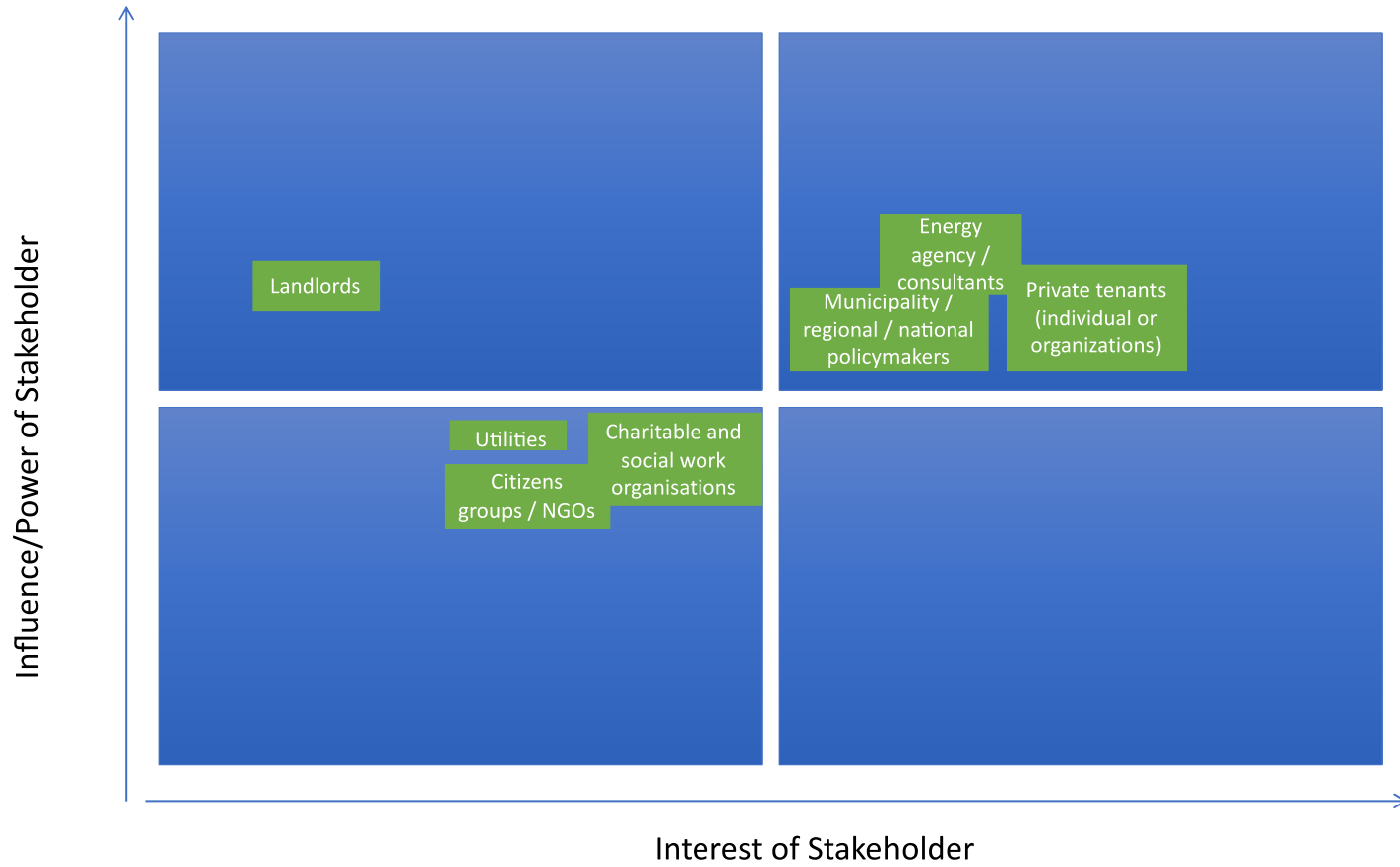


Figure 8: Power-Interest-Grid for the Dutch support scheme

Stakeholder communication/initial engagement

Table 37: 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. Landlords 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. Overload of people who want the Energy box. | <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 |

| | | | | |
|---------------------------------------|--|---|---|--|
| | <ul style="list-style-type: none"> Lack of capacity of people. | | <ul style="list-style-type: none"> Energy Box Expanding their network | <ul style="list-style-type: none"> Via-via (local networks) |
| 4. Policymakers / Public institutions | <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 (yet). 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) |
| 5. Citizens groups / NGOs | <ul style="list-style-type: none"> Lack of time (partly 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) |
| 6. Utilities | <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 38: 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 (3 participants). May/June 2021: Survey tenants Utrecht, Eindhoven, Tilburg (146 participants). Feb/March 2022: Observations & interviews tenants Utrecht. (9 participants) March/April 2022: Survey Zeist. (325 participants) | <ul style="list-style-type: none"> Via landlords. Via invitation letters, emails and posters by 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. |