

Anna Amato  
Edoardo Pandolfi

# DELIVERABLE 4.4

## Proceedings on the capacity building activities

06/06/2023

Version 1.2

Grant Agreement N.889385



This project has received funding from the European Union's Horizon 2020  
Research and Innovation Programme under Grant Agreement No 889385.

## Versioning and Contribution History

Version	Date	Modified by	Modification reason
1.0	March 2023	Project partners	Fine tuning and update of the events to insert.
1.1	April 2023	Project partners	Update of the events, including those which will take place after the deliverable is closed.
1.2	May 2023	ENEA	Final version.

ENPOR - Actions to mitigate energy poverty in the private rented sector

This work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International (CC BY-SA 4.0) / Attribution 4.0 International (CC BY 4.0)

**Website:** <http://www.enpor.eu>

**Twitter:** [@EnporProject](https://twitter.com/EnporProject)

**Facebook:** [ENPOR Project](https://www.facebook.com/ENPORProject)

**Linkedin:** [enporproject](https://www.linkedin.com/company/enporproject)

#ENPOR

This project has received funding from the European Union's Horizon 2020 Research and Innovation Programme under Grant Agreement No 889385. The sole responsibility for the content of this page lies with the authors. It does not necessarily reflect the opinion of the European Union. Neither CINEA nor the European Commission are responsible for any use that may be made of the information contained therein.

### SUGGESTED CITATION

*Amato Anna, Pandolfi Edoardo, Deliverable 4.4, Proceedings on the capacity building activities, ENEA - Agenzia nazionale per le nuove tecnologie, l'energia e lo sviluppo economico sostenibile, ENPOR Project. Retrieved from <https://www.enpor.eu>*

## TABLE OF CONTENTS

<b>1. Introduction and objectives.....</b>	<b>4</b>
<b>2. Capacity building initiatives by the project partners .....</b>	<b>6</b>
2.1 Hogeschool Utrecht .....	6
2.2 Austrian Energy Agency .....	10
2.3 TREA.....	14
2.4 ENEA .....	21
2.5 DOOR .....	25
2.6 CLIMATE ALLIANCE .....	33
2.7 WUPPERTAL INSTITUT .....	34
2.8 CRES .....	35
<b>3. Thematic seminars .....</b>	<b>36</b>
<b>4. Conclusions.....</b>	<b>41</b>

## 1. Introduction and objectives

ENPOR is a coordination and support action funded under the European Commission H2020 Programme, with the objective to mitigate energy poverty in the private rented sector.

Energy poverty is increasing in the private rented sector (PRS), which presents quite specific issues: the difficulty to identify and quantify energy poor households in the PRS, and structural problems, such as information deficits, split incentives, making the delivery of energy efficiency measures to these households difficult. ENPOR aims to overcome both challenges: make energy poverty in the PRS visible, as far as possible quantifiable and provide insight on how energy efficiency support schemes can positively address it. This can increase the effectiveness of policies at local and regional level and help the planning of structural measures.

ENPOR supports the design of national policies tailored to the specific characteristics of the PRS, considering the needs of tenants and property owners. To this scope, *Regional Energy Action groups* (REACT groups) have been created by ENPOR's partners in their respective countries engaging the relevant organizations in the energy efficiency value chain (from ministries, market players, energy coaches, etc). Furthermore, to monitor dimensions of energy poverty in the private rented sector ENPOR has developed the [Energy Poverty Dashboard](#) which helps detect, quantify and monitor the effects of energy efficiency policies on energy poverty in the EU.

Capacity building actions have been implemented throughout ENPOR activities to facilitate the co-design of the policies and to deepen the understanding of different stakeholders on energy poverty policies in the PRS. Furthermore, they have helped energy advisors and municipalities to better address the energy poverty issue, but also citizens to change their behaviour in energy use and consumption, also with regards to their energy efficiency investments.

This deliverable provides a description of the capacity building activities carried out in ENPOR by each partner.

To design and better tailor the capacity building actions, the first step has been to identify the needs and priorities in relation to the policy under analysis in each country. This was done through an ad hoc questionnaire submitted by the REACT group leaders and based on ENPORs reports "[Analysis and assessment of existing policies in the private rented sector](#)", "[Report on Energy Poverty in the Private Rented Sector - overview and framework](#)", "[Structural factors impacting energy policies](#)".

The main capacity building priorities identified have been:

1. Provide tenants with independent advice on energy efficiency measures and behaviours which they can implement at home to save energy and increase their indoor comfort, and advice on energy bills.
2. Train staff members of health and social services who have direct access to energy poor households.
3. Train energy advisors on social aspects related to energy poverty to build their confidence when dealing with vulnerable households.

4. Provide information on how to access financing, how to process subsidy applications, social vouchers for energy support, and on measures that provide financial help to pay electricity bills or to buy more energy efficient appliances (if available nationally).
5. Training actions for landlords aimed at giving them the necessary knowledge on possible technical solutions or costs of energy efficiency interventions.
6. Inform tenants about the benefits of energy efficient buildings, including those related to health.
7. Training actions for policy makers on the energy poverty issue and best practices for the rented sectors tenants, creating the conditions for implementing new policies.

Furthermore, to facilitate the implementation of capacity building activities, common guidelines have been drafted as well as an annotated list of free reliable resources, that could be used as a first reference or adapted according to specific needs. The list is included in the report on "[\*Capacity building material\*](#)".

## 2. Capacity building initiatives by the project partners

### 2.1 Hogeschool Utrecht

<b>Title</b>	<b>Energy coaching to alleviate energy poverty</b>
<b>Type</b>	Webinar
<b>Date</b>	10/06/2021
<b>Beneficiaries</b>	<b>Municipalities</b>
<b>Objectives</b>	To share best practices and inspiration on energy coaching as a mean to alleviate energy poverty
<b>Participants</b>	40
<b>Agenda</b>	<ul style="list-style-type: none"> <li>• Introduction to the program and a short review of the previous network meeting</li> <li>• Presentation about the experiences of an expert energy coach</li> <li>• In break-out rooms, the best practices of the energy coaching processes are discussed on the basis of a number of relevant themes</li> <li>• Plenary feedback, follow-up &amp; closing</li> </ul> <p><a href="https://www.hetpon-telos.nl">Meld je aan! Online inspiratiesessie 10 juni: Energiearmoede aanpakken met energiecoaching - Het PON &amp; Telos (hetpon-telos.nl)</a></p>
<p>This webinar was a joint initiative by Horizon 2020 projects ENPOR and <i>EnergyMeasures</i>. It started off with a presentation by ENPOR and <i>EnergyMeasures</i>, explaining the projects. Then an energy coach shared his experiences in the field. There were 6 breakout rooms on six subthemes, namely: recruiting and training energy coaches; recruiting households; taking energy measures; contact and interaction with residents; giving advice and support; measuring behavioural change. A <i>Miro</i> board was used to capture all the discussions and outcomes. Highlights from the breakout rooms were shared in the plenary session.</p> <p>40 participants from numerous municipalities were reached, and especially the breakout rooms led to active discussions and exchange. Multiple participants expressed their interest in a follow-up to be able to continue sharing experiences and learning from each other. Survey results can be found in the EUSurvey.</p>	

<b>Title</b>	<b>National meeting “Learn how to advise more effectively on problems with rising energy costs” - day 1</b>
--------------	---

<b>Type</b>	In person
<b>Date</b>	10/05/2022
<b>Beneficiaries</b>	<b>Energy coaches</b>
<b>Objectives</b>	To give more effective advice in energy coach conversations with residents who are struggling with rising energy costs (energy advice and how to reach tenants).
<b>Participants</b>	12
<b>Agenda</b>	<ul style="list-style-type: none"> <li>• How to advise more effectively on energy issues</li> <li>• Practical session</li> </ul>
<p>The initiative and the training event of energy coaches of EnergyBox was organized in collaboration with JMA. The participants got to work themselves using role playing. Short theory bites were given for inspiration.</p> <p>A questionnaire was distributed at the end of the session and the feedback of participants was positive (“they said: <i>we learned a lot</i>”).</p>	

<b>Title</b>	<b>National meeting “Learn how to advise more effectively on problems with rising energy costs” - day 2</b>
<b>Type</b>	In person
<b>Date</b>	17/05/2022
<b>Beneficiaries</b>	<b>Energy coaches</b>
<b>Objectives</b>	To give more effective advice in energy coach conversations with residents who are struggling with rising energy costs (energy advice and how to reach tenants).
<b>Participants</b>	10
<b>Agenda</b>	<ul style="list-style-type: none"> <li>• How to advise more effectively on energy issues (session 2)</li> <li>• Practical session</li> </ul>
<p>Training of energy coaches of EnergieBox. The event was organized by HU in collaboration with JMA.</p> <p>The participants got to work themselves using role playing. Short theory bites were given for inspiration.</p> <p>In the evaluation questionnaires participants confirmed that they learned a lot.</p>	

<b>Title</b>	<b>Training energy coaches: Behavioural change during the second visit of households in Ede</b>
<b>Type</b>	Webinar
<b>Date</b>	2/11/2022

<b>Beneficiaries</b>	<b>Energy coaches</b>
<b>Objectives</b>	<p>To prepare energy coaches to visit households for the second time.</p> <p>To share experiences from Tilburg with second visits.</p> <p>To share tips and tricks about how to help tenants achieve long term changes regarding energy efficient behaviours.</p>
<b>Participants</b>	8 (HU researcher included)
<b>Agenda</b>	<ul style="list-style-type: none"> <li>• How energy coaches can prepare the visit to households</li> <li>• Tips on how to help tenants achieve long term changes for energy efficient behaviours</li> </ul>
<p>Meeting of 1.5 hour online with energy coaches.</p> <p>The focus of the meeting was on sharing experiences and the back-office of JMA in planning these second visits.</p> <p>The event is evaluated as successful since the topic of long-term behavioural change was fully addressed.</p>	

<b>Title</b>	<b>National Meeting Energiearmoede aangepakt!?</b>
<b>Type</b>	Webinar
<b>Date</b>	19/01/2023
<b>Beneficiaries</b>	<b>Municipalities</b>
<b>Objectives</b>	The purpose of the meeting was to formulate recommendations for a municipal approach 2.0.
<b>Participants</b>	78 attendees from municipalities, knowledge institutions, consultancy agencies, investors
<b>Agenda</b>	<p>2:00 pm Welcome</p> <p>14.05 Plenary opening</p> <ul style="list-style-type: none"> <li>• Study of the effectiveness of tackling energy poverty and government regulations by Koen Straver, consultant and researcher TNO. Based on knowledge and direct involvement in the start-up of the national Energy Poverty Program and in communities of practice for about 10-15 large and medium-sized municipalities about energy poverty and an inclusive energy transition, the lead author of TNO's white paper on energy poverty and the energy transition sheds light on tackling the effectiveness of energy poverty and government regulations.</li> </ul> <p>14.30 Parallel sessions round 1</p>



- Parallel session 1: From energy box to energy-saving buddy: what works?
- Parallel session 2: Based on trust, you also get a poorer neighbourhood to save energy
- Parallel session 3: Tackling local infrastructure as a basis for energy poverty
- Parallel session 4: Getting started with behavior with the property owner
- Parallel session 5: Deventer helps people with low incomes to insulate their own home

15.00 Break

15.10 Parallel sessions round 2

- Parallel session 6: Insights and starting points for reaching people from research into debt prevention
- Parallel session 7: Realistic view of energy-efficient behaviour in energy poverty
- Parallel session 8: Drafty rooms and no entitlement to a supplement: how do you tackle energy poverty among students?
- Parallel session 9: Solidarity in the energy transition: energy cooperatives tackle energy poverty
- Parallel session 10: Moving through the social fabric of the neighbourhood – Food Bank project

15.40 Inventory from parallel sessions - Joint recommendations for tackling energy poverty 2.0

4:00 PM End

<https://www.smartsustainablecities.nl/nieuws/agenda+coe/2346421.aspx?t=Energiearmoede-aangepakt#tab=acceptedTab>

TNO gave an overview of research into the effectiveness of tackling energy poverty and research in the near future. The parallel sessions included approaches with EnergieBox in various municipalities, energy vouchers in Zeist, participatory action research in Soest, activities in the Eindhoven metropolitan area, approaches aimed at insulating one's own home in Deventer, actions by property owners to work together with tenants, and approach people through the food bank in Utrecht. Lessons from debt counselling and behavioural psychology were included. Students were viewed as a separate target group and ways in which energy cooperatives can tackle energy poverty were also discussed.

The event was evaluated as successful, since recommendations have been formulated together, although they should be worked out more in detail to become more useful for municipalities.

## 2.2 Austrian Energy Agency

<b>Title</b>	Training series on social energy advice (module 1 first session)
<b>Type</b>	Webinar
<b>Date</b>	4/10/2022
<b>Beneficiaries</b>	Social workers
<b>Objectives</b>	Training of social workers on energy efficiency topics
<b>Participants</b>	90
<b>Agenda</b>	<p>The session teaches what measures can be taken to reduce both heating and electricity costs.</p> <ul style="list-style-type: none"> <li>• How does a room thermostat work?</li> <li>• What types of energy bills are there?</li> <li>• How can I assess whether a refrigerator is a power guzzler?</li> <li>• What measures can be taken to use energy for heating and electrical devices in a targeted manner?</li> </ul> <p>This and much more is part of the continuing education series.</p> <p><a href="#">Weiterbildungsreihe Soziale Energieberatung, klimaaktiv</a></p>

In the course of this training initiative, social workers are trained on energy topics so that they can offer low-threshold energy advice to households themselves. The training covers the basics that make it relatively easy for households to save energy at home by adapting their behaviour and enable social workers to identify major energy consumers or problems. With the training of social workers, more vulnerable households can be assisted with energy issues.

The training was newly designed and organised by AEA in 2022 as part of the energy crisis under the klimaaktiv programme of the Federal Ministry for Climate Action and it will be continued on a regular basis. ENPOR provided content input for the training and supported the implementation (e.g., documents, supervision and support for group work in the training).

In the first unit of the first module, the following contents were presented and dealt with in more detail:

- Annual energy bills
  - General introduction on what information is relevant and where to

find it.

- Explanation of the difference between energy advice (reducing energy consumption) and financial advice (paying the costs)
- Possible reasons for large increases in energy consumption in a year
- Heating, hot water and indoor climate
  - Recommendations for energy-saving behaviour and easy-to-implement measures with little or no investment
  - Adjustment and management of heating and hot water
  - Effective ventilation behaviour
  - Mould prevention
- Recommendations for carrying out consumption assessments on site (location of the dwelling, condition of the building, etc.)

The event was successful since contents were relevant to the everyday work of the social workers and can be especially helpful for their clients to better deal with the current high burden of energy prices.

<b>Title</b>	<b>Training series on social energy advice (module 1 second session)</b>
<b>Type</b>	Webinar
<b>Date</b>	11/10/2022
<b>Beneficiaries</b>	Social workers
<b>Objectives</b>	Training of social workers on energy efficiency topics
<b>Participants</b>	85
<b>Agenda</b>	<p>This is a <b>multi-part series of events</b> and includes theory, practical exercises and networking. The counselors are also supported with materials that are tailored to the counseling situation and the target groups. In addition, graduates have the opportunity to be listed as <b><u>klimaaktiv competence partners</u></b>. In addition, graduates have the opportunity to be listed as klimaaktiv competence partners.</p> <p>The first module of the further training series took place in October 2022 and January 2023. The focus was on the topic of saving energy in the home.</p> <p><a href="#">Weiterbildungsreihe Soziale Energieberatung, klimaaktiv</a></p>

This event was a continuation of the first module of the energy training for social energy advice. Again, social workers were trained on various energy-related topics at a basic level to be able to provide households with at least basic advice on these topics as well.

At the beginning, the contents of the first unit of module 1 were repeated. In particular, the energy bills were discussed again in more detail and what can be read

from them and why an examination can be helpful. The possibility of changing suppliers was also introduced and comparison tools (e.g., from the regulator) were briefly presented.

Next, the topic of electricity consumption was dealt with in more detail with the following main points:

- Particularly relevant causes for high electricity consumption (heating with electricity, hot water with electric boiler, etc.)
- Appliances that can also lead to high electricity consumption, especially in combination (e.g., air conditioners, etc.) and to what to pay special attention to once implemented
- Information and recommendations for household appliances in general
- Electricity consumption estimates with the help of bills

The next topic was assistance for the household and the possible organisation of contacts to energy suppliers or repair services.

The last item dealt with information for the social workers on the new subsidy programme for energy poor households in Austria, where the exchange of an old inefficient large electrical appliance with a new one is subsidised at a rate of 100 %. The social workers were given recommendations on when it makes sense to exchange an appliance. The event was successful since contents were relevant to the everyday work of the social workers and can be especially helpful for their clients to better deal with the current high burden of energy prices.

<b>Title</b>	<b>Training series on social energy advice (module 2 first session)</b>
<b>Type</b>	Webinar
<b>Date</b>	12/04/2023
<b>Beneficiaries</b>	Social counselor, energy advisors
<b>Objectives</b>	Training of advisors from the social and energy sectors on issues related to energy bills
<b>Participants</b>	140
<b>Agenda</b>	<p>This is a <b>multi-part series of events</b> and includes theory, practical exercises and networking. The counselors are also supported with materials that are tailored to the counseling situation and the target groups. In addition, graduates have the opportunity to be listed as klimaaktiv competence partners.</p> <p>Module 2 took place in April 2023 and dealt intensively with the topic of energy bills.</p> <p><a href="#">Weiterbildungsreihe Soziale Energieberatung, klimaaktiv</a></p>

The training is aimed exclusively at people who are active in counselling households on the topic of energy costs and energy consumption. Module 2 of the social energy

advice training series is dedicated in detail to the topic of energy bills. Participants receive information on forms of energy billing, relevant information contained in energy bills, reading electricity and heat meters, consumer rights and other relevant issues. The first session on 12 April 2023 focused on electricity and natural gas. Experts from the regulatory authority for energy (E-Control) who deal with energy bills and consumer rights were also invited by AEA and participated in the training and held presentations.

The topics covered in this session were:

- Contractual partners for consumers in the electricity and gas market (network operators and energy suppliers).
- How the price of energy is composed.
- Electricity and gas bills (how they are put together, what to look out for, what is the basis for billing).
- Meters and meter reading (which meters are there and what options do consumers have).
- Tariff calculator (comparison tool of energy suppliers for consumers) and switching suppliers.
- Price increases and customers' rights.
- Presentation of existing support services: Basic supply, electricity cost brake, instalment payments, etc...
- Contact with E Control (Austrian regulator for electricity and gas markets) and where it can provide support: Hotline and conciliation board.

The interest of the participants in the contents was very high, as these were topics that many had never dealt with in this depth, but which are very important for the support of their clients, also for a better understanding of the entire energy supply system.

<b>Title</b>	<b>Training series on social energy advice (module 2 second session)</b>
<b>Type</b>	Webinar
<b>Date</b>	20/04/2023
<b>Beneficiaries</b>	Social counsellor energy advisors
<b>Objectives</b>	Training of advisors from the social and energy sectors on issues related to energy bills
<b>Participants</b>	140
<b>Agenda</b>	This is a <b>multi-part series of events</b> and includes theory, practical exercises and networking. The counselors are also supported with materials that are tailored to the counseling situation and the target groups. In addition, graduates have the opportunity to be listed as klimaaktiv competence partners.

	<p>Module 2 took place in April 2023 and dealt intensively with the topic of energy bills.</p> <p><a href="#">Weiterbildungsreihe Soziale Energieberatung, klimaaktiv</a></p>
<p>The second session of the second module of the training for social energy advice took place on 20.4.2023 and focused on district heating. Experts from the Austrian Chamber of Labour, who deal with district heating bills and consumer rights, were also invited by AEA and participated in the training and held presentations.</p> <p>The topics of this session were:</p> <ul style="list-style-type: none"> <li>• housing law and heating costs for district heating and related challenges.</li> <li>• important terms related to district heating and heating costs (definitions according to legislation).</li> <li>• legal framework in connection with district heating (obligations of suppliers, rights of customers, etc.).</li> <li>• Systematics of district heat billing.</li> <li>• Billing check and how it should be done.</li> <li>• Usual costs and consumption in households for heating and hot water (as of the first half of 2023).</li> <li>• Billing examples from practice, reflecting the complexity of district heating bills, were presented; and problems and related common difficulties for households were discussed.</li> </ul> <p>This training was very successful as district heating and the mechanisms of billing are quite complex and not transparent for many consumers. It was therefore very important for the participants to receive expert inputs and to go into depth so that the trained advisors can also support their clients in the future.</p>	

## 2.3 TREA

Title	Tallinn Strategy Center in Tartu
Type	In person
Date	20/04/2022
Beneficiaries	Municipalities - Tallinn Strategy Center
Objectives	The objectives of this event were to introduce the ENPOR project and its goals, provide insights on the national renovation grant and explain what TREA plans to do to for improving it.
Participants	11

<b>Agenda</b>	<ul style="list-style-type: none"> <li>• ENPOR project and its goals in Europe and in Estonia</li> <li>• REACT group meetings for improving the national renovation grant</li> <li>• What was done wrongly in the last renovation grant</li> <li>• What are still the biggest obstacles of renovation</li> </ul>
<p>The Tallinn Strategy Center focuses on energy topics in Tallinn and thus they were keen to learn how TREA plans to tackle energy poverty in Tartu.</p> <p>TREA gave an overview of the ENPOR project and how energy poverty mitigation measures in Europe are proceeding. Furthermore, Marek Muiste introduced the project goals in Estonia; namely to improve the national renovation grant for the next application round and to empower the renovation wave in Tartu. TREA introduced its plan and goals related to having react group meetings and how these will give inputs for the renovation grant.</p> <p>Together with the Tallinn Strategy Center it was discussed what are the biggest renovation obstacles today in Estonia and any differences there are between Tartu and Tallinn (the Estonian capital). It was an important contribution for the next REACT group meeting.</p> <p>The event was successful: it was a short in person event, with specific interest about energy poverty from the Tallinn Strategy Center side. Also, the Tallinn Strategy Center was interested to reproduce energy poverty mitigation measures in Tallinn, after they worked out for Tartu by TREA.</p>	

<b>Title</b>	<b>KredEx in Tartu</b>
<b>Type</b>	In person
<b>Date</b>	16/11/2022
<b>Beneficiaries</b>	<b>Policy maker - KredEx</b>
<b>Objectives</b>	The objective of this event was to introduce outcomes of the REACT group meetings to KredEx and provide recommendations for the national renovation grant.
<b>Participants</b>	14
<b>Agenda</b>	<ul style="list-style-type: none"> <li>• ENPOR project and its goals in Europe and in Estonia</li> <li>• Introduction of REACT group work for mapping renovation obstacles</li> <li>• Discussion about these obstacles with KredEx</li> <li>• Introduction of recommendations for national renovation grant</li> </ul>
<p>KredEx is a foundation set up by the Estonian Ministry of Economic Affairs and Communications in 2001 with the aim of providing financial solutions based on the best practices in the world. KredEx is the holder of the national renovation grant in Estonia.</p>	

Annika Urbas gave an overview about the work done in the ENPOR project and introduced problems which the react group identified from the last renovation grant call. With KredEx, TREA discussed the main obstacles of renovation from the perspective of the react group.

At the end of this event, recommendations for improving the next national renovation grant were introduced and explained. Recommendations were formed based on the work and outputs from the REACT groups.

The recommendations for political decision makers were:

Measure 1. Emphasizing the importance of renovation capacity in regulations and legislation, including:

- 1.1. Emphasizing the renovation capacity and the opportunities for its development, which would open new opportunities to increase the renovation rate of apartment buildings. Renovation capacity itself should be a priority, instead of repairing one roof or façade the whole building should be improved.
- 1.2. Boosting the full renovation of historic buildings.

Measure 2. Increasing the capacity of the parties for participating in the renovation process, including:

- 2.1. Increasing the role of tenants in apartments involved in building renovation process and including them in the decision-making process together with the owner of the rental apartment (or as its representative).
- 2.2. Providing renovation information also for non-native speakers.
- 2.3. Establishing a dedicated energy agency for supporting the renovation of the apartment buildings and other energy transition activities in the main non-native speaking region Ida-Virumaa. The Tartu Regional Energy agency can be used as an example.
- 2.4. Promoting wider use of digital tools in the housing association participation process to overcome the bottlenecks in these processes.

Measure 3. Increasing the renovation capacity with the help of a national renovation grant, including:

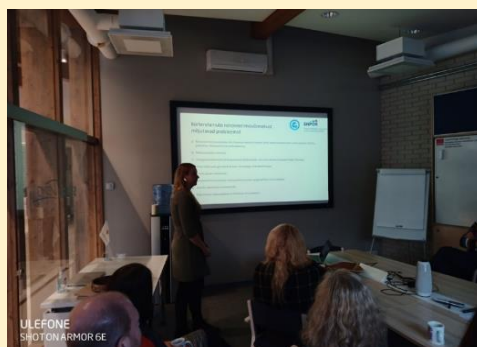
- 3.1. Financing for the state renovation grant for at least 10 years.
- 3.2. Allowing the related salary of an appointed board member of a building association to be covered by the national renovation grant.
- 3.3. Increasing the inclusion of energy poverty target groups in the national renovation grant and evaluate the impact of the national renovation grant to energy poverty.
- 3.4. Supporting only the full renovation of apartment buildings using the national renovation grant and creating additional measures for supporting the building associations lacking the renovation capacity in the process of full renovation.
- 3.5. Supporting the cluster renovation, with the necessary simplifications for joint procurement and measures to improve the capacity of associations.
- 3.6. Supporting the district-wide multi-building renovation, together with the



simplifications needed for joint procurement, measures to improve the capacity of associations and support measures for improving the area between buildings.

3.7. Supporting the foundation-wide multi-building renovation, together with the simplifications needed for joint procurement, measures to improve the capacity of associations and support measures for improving the area between buildings.

The event was successful because KredEx needs feedback from stakeholders to improve their renovation grant and make it more accessible for a wider audience, especially people in energy poverty.



<b>Title</b>	<b>Target group meeting – students in energy poverty</b>
<b>Type</b>	In person
<b>Date</b>	13/12/2022
<b>Beneficiaries</b>	Tenants - Students
<b>Objectives</b>	The objective of this event was to introduce Tartu University students on how they can save energy in their dormitories and do energy wise decisions in life.
<b>Participants</b>	10
<b>Agenda</b>	<ul style="list-style-type: none"> <li>• ENPOR project and its goals in Europe and in Estonia. Tips and tricks on how to save energy in dormitories;</li> <li>• 5G and IoT solutions for monitoring and controlling energy consumption in the context of both a smart house and a smart city;</li> <li>• Foxway's experience in the circular economy, i.e., the recovery of used electronic and smart devices as a modern and successful circular economy business model.</li> </ul>
TREA introduced ENPOR project goals in Estonia and in Europe. They gave an overview of results from a survey that was made among students who live in dormitories in Tartu and Tallinn. Useful tips and tricks to save energy on dormitories were also shared.	

Presenter from Telia talked about 5G and IoT solutions which help to monitor and control energy consumption in smart homes. Students could see software solutions made for home use and how they work.

The presenter from Foxway talked about circular economy to make students understand how important it is to use less energy through less consumption and how used electronic and smart devices work as well as new ones but cost less and don't need resources for production.

The event was successful as students who are part of one of the target energy poor tenant groups got information about how to better use energy.



<b>Title</b>	<b>Event for Tartu City Government</b>
<b>Type</b>	In person
<b>Date</b>	14/12/2022
<b>Beneficiaries</b>	<b>Municipalities</b> - Tartu City Government
<b>Objectives</b>	The objective of this event was to introduce the outcomes of REACT group meetings to the Tartu City Government and provide recommendations to the Tartu City Government to empower renovation waves in Tartu.
<b>Participants</b>	6
<b>Agenda</b>	<ul style="list-style-type: none"> <li>• ENPOR project and its goals in Europe and in Estonia</li> <li>• Introduction of react group work for mapping renovation obstacles</li> <li>• Discussion about these obstacles with Tartu City Government</li> <li>• Introduction of recommendations for Tartu City Government to empower a renovation wave in Tartu</li> </ul>

TREA introduced ENPOR project goals, one important goal was to empower the renovation wave in Tartu. TREA introduced renovation obstacles identified and mapped in react group meetings as part of the ENPOR project work. For example: it was discussed with the Tartu City Government the obstacles and how these affect renovations in the City of Tartu.

At the end of this event, recommendations were introduced and explained for improving the next national renovation grant also in light of mitigating energy poverty in Tartu. Recommendations were formed based on the work and outputs from the REACT groups.

Recommendations for Tartu City Government for increasing renovation capacity in City of Tartu:

- Development of a major district-based renovation project in Tartu, which will create conditions for the development and implementation of a renovation plan covering the entire district (or other urban spatial unit).
- Applying for European ELENA grant to support district-based renovation in the district of Annelinn.
- Establishing a full package renovation consulting service in Tartu (i.e., a one-stop-shop).
- Setting up community agreements with organizations and associations that contribute to increasing the volume of full renovations of apartment buildings. The Community Agreement is an exciting engagement initiative initiated by the City of Tartu, which calls on organizations operating in the city to support the city's sustainable goals.
- Initiating a dialogue between tenants, real estate companies and universities in the city of Tartu in order to map the problems of the rental market and prevent their negative impact.

The event was successful as the Tartu City Government needs feedback from stakeholders to empower a renovation wave in the city and to help people in energy poverty.



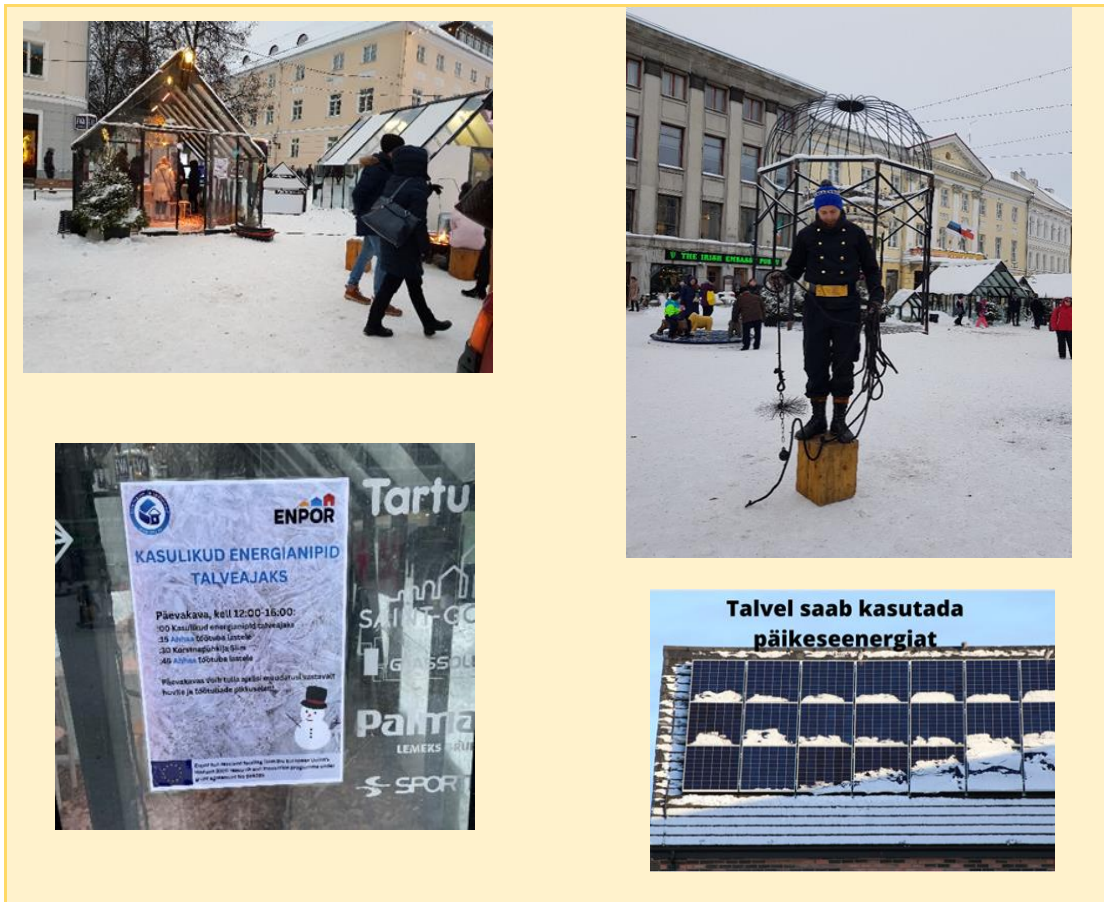
<b>Title</b>	<b>Target group meeting – energy workshop in Tartu Christmas festival</b>
<b>Type</b>	In person
<b>Date</b>	17/12/2022
<b>Beneficiaries</b>	<b>Tenants – energy poor citizens</b>
<b>Objectives</b>	The scope was to share energy efficiency and energy saving information to all Tartu citizens, especially useful in wintertime.
<b>Participants</b>	Open space event
<b>Agenda</b>	<ul style="list-style-type: none"> <li>• Useful energy saving tips</li> <li>• Energy efficiency workshop for citizens</li> <li>• Tips for right heating</li> </ul>

A target group meeting was organized by TREA with the help of the Tartu City government. TREA needed to organize the target group meeting for energy poor citizens in the private rented sector. The Tartu City government wanted to share energy efficiency and energy saving information to all Tartu citizens. The Tartu City government provided space in the Town hall square (within the Christmas festival event) for TREA, and they also sent out invitations to all their tenants in social spaces – people in energy poverty.

TREA prepared a presentation about useful energy tips focused on households in wintertime. Also, people were allowed to ask all the questions they had about renovation. There was also a chimney sweeper who talked about his everyday work and how he could see that energy was wasted by not knowing the right way to heat. Thus, he told people what the right way is to heat their furnaces and which logs to use.

To make the meeting more attractive, TREA ordered energy efficiency and energy saving thematic program from the Tartu science Center (Ahhaa). They made playful and fun programs to show citizens and children how to save energy and why it is important.

The meeting lasted four hours on Saturday 17.12.22. Every hour there was the same program, so they could educate as many citizens as possible.



## 2.4 ENEA

Title	2nd REACT GROUP Meeting – National measures to promote energy efficiency on existing buildings: <i>Ecobonus</i> and <i>Superbonus 110</i>
Type	Online
Date	10/06/2021
Beneficiaries	REACT Group members, representing 16 different organizations plus ENEA
Objectives	Training session for REACT group members focused on the fiscal incentive Superbonus 110%
Participants	20
Agenda	10:00: Welcome and introduction to the works 10.10: Superbonus 110% - video lesson 11.00: Q&A on Superbonus 110%

	<p>11:15: <i>Miro</i> tool – how to use it</p> <p>11.20: Structured discussion on Superbonus 110% in relation to the theme of energy poverty and the PRS</p> <p>12.50: Sum-up and agreement on the next steps</p>
<p>Part of the second REACT Group meeting was dedicated to train its members on the technical aspects of an important Italian fiscal measure supporting building renovation, known as “Superbonus 110%”. For this purpose, a video lesson was filmed and projected during the meeting, followed by a Q&amp;A session. The decision to pre-record the lesson was made in order to provide updated training materials that the REACT group members could use and disseminate through their networks.</p> <p>ENEA experts managing the incentives participated to the discussion, which took place after the projection of the video lesson, to help highlight which are the most useful features of the fiscal incentives for energy poor households and elements representing values instead of a barrier.</p>	

<b>Title</b>	<b>National measures to promote energy efficiency on existing buildings: “Ecobonus” and Superbonus 110</b>
<b>Type</b>	Video lesson
<b>Date</b>	June 2021
<b>Beneficiaries</b>	Associations of owners; building managers associations; tenants association; local energy agencies; professionals, etc.
<b>Objectives</b>	Inform the attendees about the available financial opportunities for building refurbishments
<b>Participants</b>	More than 200
<b>Agenda</b>	Fiscal incentives for energy efficiency – Ecobonus and Superbonus
<b>Video</b>	<a href="https://formazione.enea.it/netseminar/videolezione-0-619-1-1">https://formazione.enea.it/netseminar/videolezione-0-619-1-1</a>

In Italy, the ECOBONUS, a fiscal incentive, is mentioned in the NEACP as a potential instrument against energy poverty. Superbonus is the incentive covering 110% of the expenses for important renovations of buildings that can lead to energy savings and increased indoor comfort conditions. Moreover, the Superbonus introduces the mechanism called “credit transfer”, the possibility to assign the tax credit to another subject, including financial institutions. This opens the possibility to start the work with a minimum amount of money necessary. A short video lesson was realized to provide an overview on these financial instruments. The link to the ENEA platform was sent to all the REACT Group members and distributed among their members’ associations together with an online evaluation questionnaire. The feedback on the product was positive.





<b>Title</b>	White Energy Week 2022
<b>Type</b>	In person
<b>Date</b>	21/03/2022
<b>Beneficiaries</b>	Students
<b>Objectives</b>	Capacity building for high school students on energy efficiency
<b>Participants</b>	750
<b>Agenda</b>	<ul style="list-style-type: none"> <li>• Energy poverty and ENPOR</li> <li>• Tips on how to improve energy efficiency home and save energy</li> <li>• Questionnaire and Call to action</li> </ul>

The "White Energy Week" is a project aimed at training high level school students on the topics of energy efficiency and sustainability.

The initiative is promoted by Geoside and developed in collaboration with ENEA and the Regional School Offices of Emilia-Romagna.

The course allowed around 750 students to learn the rudiments for carrying out an energy analysis of their school buildings and to be trained on environmental and energy efficiency issues.

ENEA provided material and support to inform students on the topic of energy poverty and to increase their awareness on how their lives can be impacted by the adoption of energy efficient behaviours. The students were asked to participate to a "call to action" aimed at pushing them and their families towards the implementation of virtuous behaviour to reduce energy consumption and energy expenditure.

The image displays three informational posters for ENPOR. The first poster, titled "Che cos'è ENPOR?", outlines the organization's mission to assist individuals in saving energy and escaping energy poverty, offers a guide for European countries to reduce energy poverty in the private sector, and provides training and information for families to access fiscal incentives. The second poster, "E io...che cosa posso fare?", lists three main actions: saving energy (controlling temperature, disconnection, and smart devices), getting help (checking available support in the city, region, or country), and home care (weeding to prevent mold and insulating to save energy). The third poster features a QR code for an online questionnaire and a "CALL TO ACTION" button, with a list of topics covered in the questionnaire and social media icons for Facebook, Twitter, and Instagram.

Title	White Energy Week 2023
Type	In person
Date	27/03/23
Beneficiaries	Students
Objectives	Capacity building for high school students on energy efficiency
Participants	750
Agenda	<ul style="list-style-type: none"> <li>• Energy poverty and ENPOR</li> <li>• Tips on how to improve energy efficiency home and save energy</li> <li>• Questionnaire and Call to action</li> </ul>

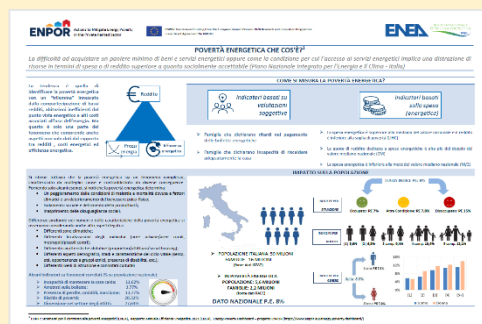


The "White Energy Week" is a project aimed at training high school students on the topics of energy efficiency and sustainability.

The initiative is promoted by Geoside and carried out in collaboration with ENEA and the Regional School Offices of Emilia-Romagna.

The course allows around 750 students to learn the rudiments for carrying out an energy analysis of their school buildings and to be trained on environmental and energy efficiency issues.

ENEA provides material and support to inform students on the topic of energy poverty and to increase their awareness on how their lives can be impacted by the adoption of energy efficient behaviours. The students are asked to participate to a "call to action" aimed at pushing them and their families towards the adoption of virtuous behaviour to reduce energy consumption and energy expenditure in their houses.



## 2.5 DOOR

Title	SKSNR - "Things we weren't supposed to say"- Energy poverty in the Republic of Croatia - who is an energy poor citizen?
Type	Webinar
Date	20/05/2021
Beneficiaries	Students
Objectives	Raising the awareness of students about marginalised groups of citizens and thus energy poor citizens


Participants	7
Agenda	<p>12:40-13:10 – Anamari Majdandžić- Energy poverty in the Republic of Croatia - who is an energy poor citizen?</p>

The symposium aimed to reduce marginalization, break down prejudices and encourage dialogue about what we can do for these people and how we can become those who do not marginalise, spread stereotypes, and reject.

This event achieved the objective to discuss the ENPOR split initiative between the landlord and tenant because most students are also tenants.




Title	DOOR academy - Energy poverty - problem or challenge?
Type	Webinar
Date	15/12/2021
Beneficiaries	Citizens and Ministry of Economy and Sustainable Development
Objectives	Raising the awareness of citizens on energy poverty and energy efficiency, renewable energy sources with a focus on energy communities and empowering citizens in the electricity market and climate change with an emphasis on adaptation to climate change.

<b>Participants</b>	16
<b>Agenda</b>	<p>18:00-18:40 - Miljenka Kuhar and Anamari Majdandžić - “Energy poverty - problem or challenge?”</p> <p>18:40-19:00 – Discussion</p>
	
<b>Video</b>	<a href="https://www.youtube.com/watch?v=JiLq9AeUsZI&amp;t=68s">https://www.youtube.com/watch?v=JiLq9AeUsZI&amp;t=68s</a>
	<p>Energy poverty - energy or a social problem? How is energy poverty related to the gender issue and health? What is the Energy Poverty Advisory Hub (EPAH) and what is its role? Discussion on energy poverty, examples of good practice and projects that deal with the problem of energy poverty in Croatia.</p> <p>The ENPOR project was presented to the public and quality discussions were initiated about the National Programme for Renovation of Buildings for the period 2014-2020 and the continuation of the Program for 2021-2027 which is also the ENPOR policy for Croatia. The most discussed were the establishment of continuous public calls for energy renovation, simplification of application and the problem of limited funds.</p>

<b>Title</b>	DOOR academy - Public policies - development, implementation and advocacy
<b>Type</b>	Webinar
<b>Date</b>	16/03/2022
<b>Beneficiaries</b>	Citizens
<b>Objectives</b>	Raising the awareness of citizens on energy poverty and energy efficiency, renewable energy sources with a focus on energy communities and empowering citizens in the electricity market and climate change with an emphasis on adaptation to climate change.

Participants	11
Agenda	<p>18:00-18:45 – Anka Kekez Koštro - Public policies - development, implementation and advocacy</p> <p>18:45-19:00 – Discussion</p>
	 <p>The poster is for a lecture titled 'DOOR obrazovna akademija'. It is a 'POZIV NA PREDAVANJE' (Call for Lecture). The topic is 'TEMA: JAVNE POLITIKE - RAZVOJ, PROVEDBA I ZAGOVARANJE' (Topic: Public Policies - Development, Implementation and Advocacy). The speaker is 'PREDAVAČICA: DOC.DR.SC. ANKA KEKEZ KOŠTRO'. The text describes the lecture as being held on 16.02. and dedicated to public policies and their analysis. It mentions that participants will learn about the definition of public policies and their fundamental elements, such as phases, actors, and ways of using analytical procedures. The lecture will focus on the development and implementation of public policies or their advocacy. The date and time are '16.02.2022. • 18:00' and it asks to 'PRIJAVITE SE ZA SUDJELOVANJE!' (Register for participation!).</p>
Video	<a href="https://www.youtube.com/watch?v=6zcOlwZc90o">https://www.youtube.com/watch?v=6zcOlwZc90o</a>
	<p>The lecture focused on the topic of public policies and analysis for public policies. Participants learned about the definition of public policies and their fundamental elements, such as phases, actors and ways of using analytical procedures in the development and implementation of public policies or their advocacy.</p> <p>This event achieved the objective of capacity building for DOOR's project manager for the ENPOR project for better understanding the topic of public policy. The knowledge obtained on the topic of post and ex ante analysis of public policies is something that DOOR is working on in relation to ENPOR policy.</p>

Title	DOOR academy - Energy communities, energy cooperatives and innovative ways of financing energy projects
Type	Webinar
Date	27/04/2022
Beneficiaries	Citizens
Objectives	Raising the awareness of citizens on energy poverty and energy efficiency, renewable energy sources with an emphasis on energy communities and empowering citizens in the electricity market and climate change with an emphasis on adaptation to climate change.

Participants	15
Agenda	<p>18:00-18:45 – Paula Damaška and Anamari Majdandžić - Energy communities, energy cooperatives and innovative ways of financing energy projects</p> <p>18:45-19:00 - Discussion</p> 
Video	<p><a href="https://www.youtube.com/watch?v=1NUeUoKGFao&amp;t=2700s">https://www.youtube.com/watch?v=1NUeUoKGFao&amp;t=2700s</a></p> <p>The lecture focused on the topic of definitions of energy community, energy cooperative and what are the innovative ways of financing projects (crowdfunding). With examples of good practices in Croatia and the EU on how to start a cooperative, community or crowdfunding. In addition, the lecture demonstrated an innovative tool for financing energy projects.</p> <p>This event achieved the objective of capacity building for DOOR's project manager for the ENPOR project on how to start a crowdfunding campaign for energy boxes. Energy boxes are the focus of the Dutch partners in the ENPOR project and the connection of the CEES project that will have a crowdfunding campaign in Croatia for energy boxes is useful for transferring knowledge.</p>

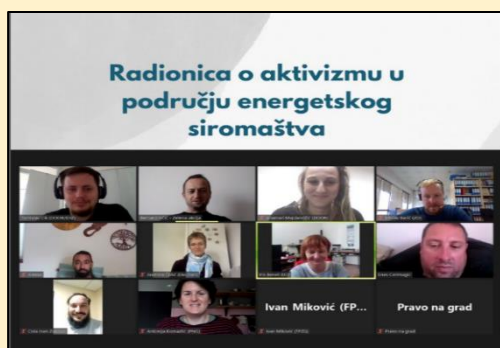
Title	ENPOR - 5th TARGET group
Type	Webinar
Date	21/09/2022
Beneficiaries	Partners from JEDRO project
Objectives	Capacity Building for partners from the "JEDRO project - Public policies for sustainable social development: water, energy, waste" - about energy poverty

<b>Participants</b>	12
<b>Agenda</b>	11:00-11:45 – Anamari Majdandžić - Centre for alleviating energy poverty 11:45-12:00 – Discussion

The participants had the opportunity to hear about energy poverty in the light of current events and the energy crisis, and how DOOR actively works to solve the problem through the Center for alleviating energy poverty.


Applying the survey questionnaire on energy poverty, developed by DOOR and partners, provides representative and scientifically based reviews of the scope and intensity of numerous aspects of energy poverty in the administrative areas of Zagreb, Križevci and Zadar County, which contribute to the development of a methodology for monitoring energy poverty at the national level. One important question for the ENPOR project is included in the survey - the property ownership, i.e., whether citizens live in their own property or in a rented one. One of the participants in this meeting – “Right to the town” - has also conducted a survey on property ownership in the city of Zagreb on 1000 households, and the data can be compared with the DOOR research.


The most interesting part for the stakeholders were the preliminary results of research from DOOR and the connection of data from the DOOR research to data from research of “Right to the town” about the PRS in Zagreb.



<b>Title</b>	DOOR academy - Gender perspective of energy poverty - results of the EmpowerMed project
<b>Type</b>	Webinar
<b>Date</b>	18/01/2023
<b>Beneficiaries</b>	Citizens and Ministry of Labour, Pension System, Family and Social Policy
<b>Objectives</b>	Raising the awareness of citizens in the area of energy poverty and energy efficiency, renewable energy sources with a focus on energy communities and empowering citizens in the



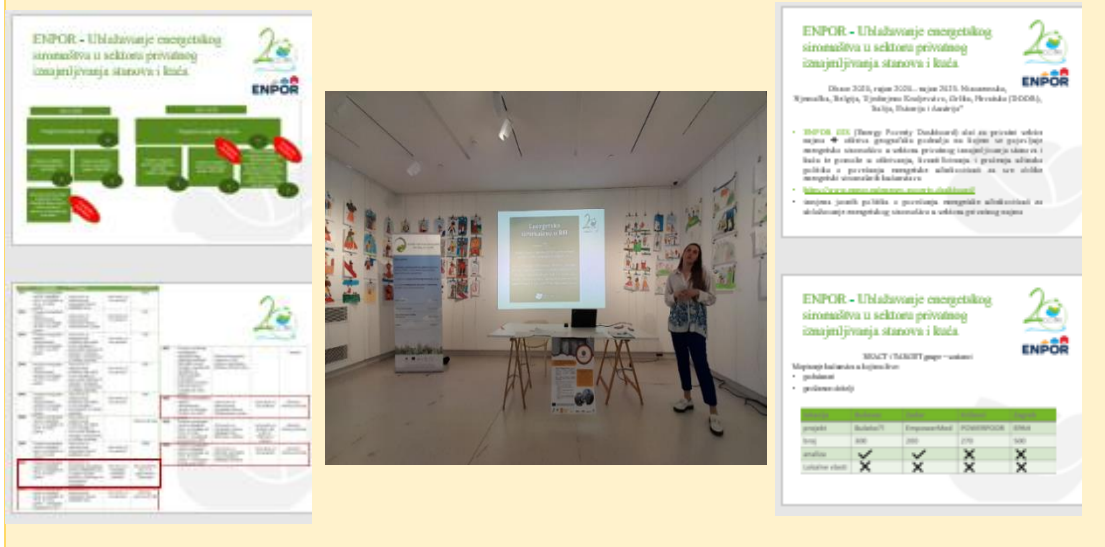
	electricity market and climate change with an emphasis on adaptation to climate change.
<b>Participants</b>	10
<b>Agenda</b>	<p>18:00-18:40 – Miljenka Kuhar - Gender perspective of energy poverty - results of the Empowermed project</p> <p>18:40 – 19:00 - Discussion</p> 
<b>Video</b>	<a href="https://www.youtube.com/watch?v=e59Wb7Uosr8">https://www.youtube.com/watch?v=e59Wb7Uosr8</a>
	<p>The core of the EmpowerMed project is the implementation of practical measures against energy poverty, visits to households and the collection of data on households at risk of energy poverty in Mediterranean countries, with a special emphasis on women and health.</p> <p>As part of the EmpowerMed project an energy poverty survey has been conducted in the area of the city of Zadar and Zadar County (approximately 200 direct households) by DOOR in cooperation with Red Cross and detailed data on the situation regarding energy poverty for the area of city of Zadar and Zadar County has been obtained. The results of the questionnaire presented are also used in the ENPOR project but analysed in a different way: the focus is on those who filled out the questionnaires and said that they live in a rental or in a household where they do not pay rent.</p> <p>The event achieved its goal because the Ministry is interested in collecting data on energy-poor households, as well as on the future analysis of the compiled data from the ENPOR point of view.</p>

<b>Title</b>	ENPOR & EmpowerMed - Workshop on programs for energy renovation of family and multi-apartment buildings and financial support
<b>Type</b>	In person
<b>Date</b>	22/03/2023
<b>Beneficiaries</b>	Citizens
<b>Objectives</b>	Opportunity to learn more about energy renovation options and financial support that can help to reduce costs and improve the energy efficiency of buildings.
<b>Participants</b>	10
<b>Agenda</b>	<p>11:00-11:30 – Anamari Majdandžić - ENPOR project &amp; Public call for family house (2021)</p> <p>11:30-12:00 – Sanda Brumen – EmpowerMed project &amp; Public call for energy poor households (2020)</p> <p>12:00 – 12:30 – Matija Eppert - “Socially responsible and sustainable business” project &amp; Public call multiapartment building (2022).</p> <p>12:30-13:30 - Discussion</p> <p><a href="https://www.instagram.com/p/CqC_zskPkc/?hl=hr">https://www.instagram.com/p/CqC_zskPkc/?hl=hr</a></p> 



Presentation of public calls for co-financing of energy renovation – public call for energy poor households (2020), public call for family houses (2021) and public call for multiapartment buildings (2022).

This event achieved the objective of capacity building for citizens to know how to apply to public calls for energy renovation.



## 2.6 CLIMATE ALLIANCE

<b>Title</b>	<b>A safe winter for all: sharing experiences of local energy saving actions from EU municipalities: joint webinar</b>
<b>Type</b>	Webinar
<b>Date</b>	14/11/2022
<b>Beneficiaries</b>	<b>Municipalities</b>
<b>Objectives</b>	To learn more about EU municipalities' experiences and practices in emergency energy measures to prepare for winter extreme energy conditions, with a focus on how vulnerable consumers are taken into account in these emergency measures. The discussion is intended to inspire further actions on how to tackle rising energy poverty in local contexts.
<b>Participants</b>	119

<b>Agenda</b>	<p>13:30 – Introduction</p> <p>13:35 – Keynote speech by Dr. Sofia-Natalia Boemi, Aristotle University of Thessaloniki</p> <p>13:45 – The last one turns off the light: how Austria saves energy. Presentation by Kerstin Schlicher, Austrian Energy Agency</p> <p>Actions in municipalities: leading by example   How municipalities save energy</p> <p>13:55 – Open conversation with municipalities on emergency energy saving measures for energy poor households. Sharing experiences, challenges and opportunities</p> <p>14:25 – Conclusion</p> <p><a href="https://energy-poverty.ec.europa.eu/about-us/events/lunch-talk-safe-winter-all-sharing-experiences-local-energy-saving-actions-eu-municipalities-2022-11-14_en">https://energy-poverty.ec.europa.eu/about-us/events/lunch-talk-safe-winter-all-sharing-experiences-local-energy-saving-actions-eu-municipalities-2022-11-14_en</a></p>
<p>The current geopolitical context is challenging the energy system in Europe. The consequences of the economic and energy crisis are hitting European citizens hard. The rising energy prices are indeed increasing the pressure on the most vulnerable people and are accentuating energy poverty situations.</p> <p>Structural measures, as the Fit for 55 package and the recent REPowerEU plan, set the long-term path to make Europe independent from Russian fossil fuels before 2030 and achieve climate neutrality by 2050. However, emergency and short-term measures must be taken to address the direct consequences of the crisis, the most important of which is the increase of energy prices. Alongside the Save Gas for a Safe Winter plan, proposed by the Commission to reduce gas consumption, local governments are responding to the challenges to help vulnerable consumers against energy shortages and rising energy prices by adopting extraordinary measures and practical solutions to ensure a safe winter for all.</p> <p>The webinar was jointly organised by the Energy Poverty Advisory Hub (EPAH), the Covenant of Mayors Europe and ENPOR.</p>	

## 2.7 WUPPERTAL INSTITUT

<b>Title</b>	Internal meeting of energy advisors from the regional consumer association
<b>Type</b>	Webinar
<b>Date</b>	14/09/2022
<b>Beneficiaries</b>	Energy Advisors

<b>Objectives</b>	Present the developed heating advice approach and first results
<b>Participants</b>	60
<b>Agenda</b>	<ul style="list-style-type: none"> <li>• Introduction of ENPOR</li> <li>• Co-design process</li> <li>• Developed material/approach</li> <li>• Preliminary Results</li> <li>• Discussion</li> </ul>
Presentation and discussion of the heating advice approach developed for ENPOR in the Energy Working Group of the Consumer Association of North Rhine Westphalia.	

## 2.8 CRES

<b>Title</b>	ENPOR - 4th REACT group
<b>Type</b>	Webinar
<b>Date</b>	14/02/2023
<b>Beneficiaries</b>	<b>16 organizations participated to the REACT group</b>
<b>Objectives</b>	Discuss the evolution of energy poverty in Greece taking into account the progress report for 2022, which was issued within the framework of the Action Plan for the alleviation of Energy Poverty. Present the developed methodology for sharing the triggered benefits between landlords and tenants exploring potential areas of improvement.
<b>Participants</b>	25
<b>Agenda</b>	<ul style="list-style-type: none"> <li>• The evolution of energy poverty issue</li> <li>• Methodology for sharing the triggered benefits between landlords and tenants</li> </ul>
Capacity building about the evolution of energy poverty based on the progress report for 2022 and the methodology for sharing the triggered benefits between landlords and tenants.	

### 3. Thematic seminars

<b>Title</b>	Examples for quantifying the split-incentive problem in the PRS at the national level
<b>Organiser</b>	IEECP, CRES
<b>Type</b>	Webinar
<b>Date</b>	31/03/2023
<b>Beneficiaries</b>	Energy agencies, municipalities, policymakers
<b>Objectives</b>	Show various methods of how we can quantify the split incentive problem in a country
<b>Participants</b>	30
<b>Agenda</b>	<ul style="list-style-type: none"> <li>▪ Christos Tourkolias (CRES) “Examining the split incentive problem in Greece”</li> <li>▪ Anamari Majdandžić (DOOR) “Split incentive in Croatia – free-based tenancy”</li> <li>▪ Hongguang Nie (Changchun University of Science and Technology) “Split incentive effects on the adoption of technical and behavioural energy-saving measures in the household sector in Western Europe”</li> <li>▪ Dr. Lucie Maruejols (Post-Doctoral Researcher, Department of Agricultural Economics and Rural Development, University of Göttingen, Germany) “Split incentives and energy efficiency in Canadian multi-family dwellings”.</li> </ul>
<b>Available materials</b>	<a href="https://www.enpor.eu/event/31-03-2023-enpor-thematic-seminar-1-examples-from-quantifying-the-split-incentive-problem-in-the-private-rented-sector-in-the-national-level/">https://www.enpor.eu/event/31-03-2023-enpor-thematic-seminar-1-examples-from-quantifying-the-split-incentive-problem-in-the-private-rented-sector-in-the-national-level/</a>
<b>Video</b>	<a href="https://www.youtube.com/watch?v=Fvdc32M11tg">https://www.youtube.com/watch?v=Fvdc32M11tg</a>

In most EU countries, we do not have any studies or estimations on the extent of the split incentive problem, which leads to design of policies for renovation with a subsidy rate that is not often adequate or optimised as it cannot capture the impact of the split incentive. The purpose of this seminar is to show various methods of how we can quantify the split incentive problem in a country, through surveys and methodologies that are unbiased and can generate useful findings for further policy design. It is especially useful for energy agencies as they can get inspiration or ready templates with the questions that need to be asked and means of sampling tenants and owners, as well as ways to extract results from these surveys. The better understanding of the split incentive problem can assist policymakers in quantifying the financing requirements for promoting energy efficiency investments in the built environment among the landlords and tenants. Through such knowledge,

policymakers can design their policies for energy efficiency upgrades and target more efficiently the private rented sector.

The split-incentive in building retrofit measures is “linked with cost recovery issues related to energy efficiency upgrade investments due to the failure of distributing effectively financial obligations and rewards of these investments between concerned actors” (JRC 2017) and is a key problem in tackling energy poverty in the PRS.

<b>Title</b>	<b>Reducing energy poverty in the PRS: How to reach tenants</b>
<b>Organiser</b>	DOOR, CRES, HU
<b>Type</b>	Webinar
<b>Date</b>	24/04/2023
<b>Beneficiaries</b>	Energy agencies, municipalities, policymakers
<b>Objectives</b>	Show various methods and approaches of how we can reach tenants- examples of good practice in conducting field research and mapping energy-poor households with a focus on the PRS
<b>Participants</b>	17
<b>Agenda</b>	<ul style="list-style-type: none"> <li>• Anamari Majdandžić (DOOR) “Reducing energy poverty in the PRS: How to reach tenants – Croatia approach”</li> <li>• Vicky Tzega (EKPIZO) “Energy for all”</li> <li>• Martijn Rietbergen (HU): How to reach tenants in the Netherlands and relay the experiences of the Energy Box.</li> <li>• Paula Damaška (ZEZ) “Community Energy for Energy Solidarity”</li> </ul>
<b>Available materials</b>	<a href="https://www.enpor.eu/event/24-04-23-online-reducing-energy-poverty-in-the-private-rented-sector-how-to-reach-tenants/">https://www.enpor.eu/event/24-04-23-online-reducing-energy-poverty-in-the-private-rented-sector-how-to-reach-tenants/</a>
<b>Video</b>	<a href="https://www.youtube.com/watch?v=tpCrMixUE5Q">https://www.youtube.com/watch?v=tpCrMixUE5Q</a>

This thematic seminar, focusing on how to reach energy-poor households – and more specifically tenants – in order to pass on knowledge of technical and behavioural energy saving measures, programs, and funds, welcomes stakeholders such as policy makers and governing bodies. The event demonstrated a number of successful and replicable methods to connect with tenants of the PRS, with the aim of:

- increasing their knowledge on energy efficiency measures and
- decreasing their levels of energy poverty, thereby contributing to a just energy transition.

Examples of best practice approaches were presented by Anamari Majdandžić (DOOR) about how to conduct research in the field and connect with the PRS using the experience of ENPOR, POWERPOOR, EPAH and EmpowerMed.

Vicky Tzega (EKPIZO) presented the Greek experience for the applied procedures to approach tenants and shared the Greek experience related to reaching the target group of tenants/landlords, while Martijn Rietbergen (HU) spoke on how to reach tenants in the Netherlands and relay the experiences of the Energy Box.

Finally, Paula Damaška (ZEZ), representing the CEES project, discussed crowdfunding for Energy boxes and shared their experience of reaching energy poor households.

<b>Title</b>	<b>Split incentives quantification toolbox</b>
<b>Organiser</b>	CRES, UPRC, IEECP
<b>Type</b>	Webinar
<b>Date</b>	June 2023
<b>Beneficiaries</b>	Policy makers, advisory bodies, energy agencies, national, regional, and local authorities
<b>Objectives</b>	Present and guide the participants on the developed ENPOR “Split incentives quantification” tool.

The tool aims to identify the share of the triggered benefits from the implementation of energy efficiency interventions between landlords and tenants in order to quantify the appropriate allocation of costs or subsidy rates for both sides, towards specific renovations scenarios in several geographical/national contexts.

During the seminar, the user guide of the tool will be presented. The developed user guide consists of the objectives, the methodological background, using instructions, and an application example. Moreover, a live navigation of the tool will take place.

<b>Title</b>	<b>Insights and Innovations in Energy Advise</b>
<b>Organiser</b>	AEA, HU, WI
<b>Type</b>	Webinar
<b>Date</b>	15 June 2023
<b>Beneficiaries</b>	Energy agencies, municipalities, policy makers, advisory bodies
<b>Objectives</b>	Present different methods and approaches that can improve the energy counselling of energy poor households

The aim of the event will be to present various measures from the project ENPOR that have contributed to energy advice for energy poor households in the PRS. The focus of the seminar is on disseminating the methods implemented and our new concepts.

Contributions from AT, NL and DE are planned. The three presentations on the national ENPOR measures will briefly present the motivation behind each measure, the implementation process and the results achieved. In addition, up to two further presentations by other experts related to our measures or energy advice for energy poor households are also planned. Currently, presentations are planned on the following topics:

- Visual language for energy poor households (AEA)
- Social Energy Advice – a new concept to complement traditional energy advice (AEA)
- Presentation of Energy Box (HU)
- Presentation on heating related energy advice (WI)

<b>Title</b>	<b>Connecting energy poor communities</b>
<b>Organiser</b>	DOOR
<b>Type</b>	Webinar
<b>Date</b>	September 2023
<b>Beneficiaries</b>	Energy agencies, municipalities, policy makers, advisory bodies, energy community, energy cooperatives
<b>Objectives</b>	Find out if energy cooperatives and energy communities are one of the solutions to alleviate energy poverty. Will there also be a split initiative between landlords and tenants?

The goal of this event will be to review the policies of ENPOR countries regarding energy communities and energy cooperatives. Examples of good practices of energy communities and energy cooperatives in ENPOR countries. Are such forms of civil association a solution for reducing energy poverty? And how will such forms of policies affect tenants - will there be a split initiative there as well?

<b>Title</b>	<b>New guidelines of the EPD</b>
<b>Organiser</b>	University of Manchester
<b>Type</b>	Webinar
<b>Date</b>	TBD
<b>Beneficiaries</b>	Energy agencies, municipalities, policy makers, advisory bodies, energy poor citizens
<b>Objectives</b>	Inform the policy makers of the uses of the updated Energy Poverty Dashboard (EPD)

This thematic seminar will be targeted towards policy makers so as to inform them of the uses of the updated EPD, which can be used as a powerful tool to inform them of the current aspects of energy poverty in the PRS across a range of indicators

(including physical health and well-being), which can be used to investigate structural factors that underpin inequalities in the PRS. Mapped policies that target the PRS and their links to other social dimensions, in tandem with the indicator data, can then aid policymakers to define suitable measures for energy poverty alleviation in the sector. The Dashboard also provides novel methods to collect and represent data on policies aimed at addressing the specificities of the PRS and provides a range of resources pertinent to alleviating energy poverty in the sector, which can be used and contributed to by energy agencies and advisory bodies. Finally, the seminar will address energy poor citizens indirectly, as a recording of the EPD demonstration showcasing programmes that can aid in energy poverty alleviation will be edited and distributed online so that vulnerable groups will be made aware and make use of these resources.



## 4. Conclusions

Energy poverty in most countries is not sufficiently addressed by politics or when designing new support measures or fiscal incentives. As such, capacity building activities with the municipalities proved to be an effective tool, based on the feedback received, and the information collected during and after the events, to actively engage and bring more awareness to them to facilitate a better understanding of how they can develop their support schemes to reach energy poor households more effectively. At the same time, capacity building events have been valuable in supporting the development of a methodology for monitoring energy poverty at the national or local level. Particularly important have been capacity building actions discussing the problem of the split incentives and introducing a methodology for quantifying the split-incentive problem in the PRS at national levels.

In this regard, ENPOR has also developed a toolbox aimed at helping to identify the share of the triggered benefits from the implementation of energy efficiency interventions between landlords and tenants, as the toolbox quantifies the appropriate allocation of costs or subsidy rates for both sides.

Another relevant aspect highlighted by capacity building results has been the importance of training energy coaches and social workers. This type of training has been very appreciated by the participants as it provided concrete and practical tips and tricks on how to approach energy poor households, how to interact with them to give energy advice, and how to help them achieve long term results in terms of behavioural change on energy use.

It must be noted that the capacity building activities with students proved very successful, as they are very eager to learn about energy efficiency, its impact on their lives and on the environment, and how they can make “a difference” in this regard. Since students generally live with their families, they are a very good intermediary to reach adults and spread the knowledge they gain in relation to energy saving measures and behaviours affecting positively the whole household.

The capacity building activities reached over 2,670 people (in synchronous modality) and contributed to educating them on the topic of energy poverty in the private rented sector. This number will continue to increase thanks to the upcoming ENPOR events and thematic seminars. Furthermore, ENPOR capacity building material used in the above-mentioned initiatives will continue to be available through YouTube, and other platforms (asynchronous modalities).