

D2.4 Strategy for building the engagement of vulnerable citizens and supporting documents



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1. Introduction: how to use this handbook

This handbook is conceived and developed to showcase available resources the ReHABITA project members can use to intensify the engagement of energy vulnerable citizens or citizens who are at risk of energy poverty in energy renovation processes. Energy poverty is a complex phenomenon. It depends on several factors with varying contributions. The contribution of these factors is contingent on specific context and condition within a given country.

This handbook acknowledges this complexity, and does not offer a single, cookbook approach. The ReHABITA project members are encouraged to choose between the resources presented in this handbook when shaping their own strategy of engagement of citizens in the energy renovation processes, depending on the specific local conditions, available resources and needs.

The handbook does not go deep into the academic discussion and research on energy poverty. Rather, it offers practical advice and examples of good practice on how to engage energy poor citizens and how to communicate the phenomenon of energy poverty: from workshops and info days for stakeholders and citizens experiencing energy poverty to more strategic and long-term actions such becoming a member of network organisations, utilisation of innovative financing schemes or setting up specialised offices and one stop shops for energy poverty and energy renovation.

2. Energy poverty

2.1. The phenomenon of energy poverty

Energy poverty has relatively recently become a topic in discussing and shaping public policies. It should not be surprising that many countries, still do not have a national definition of energy poverty. The main issues included in the definition of energy poverty often overlap with other energy policy concepts such as resilience, energy security, poverty, justice, and sustainability. Lack of a national definition of energy poverty presents a potential problem since a national definition of energy poverty would significantly facilitate development and implementation of regulatory frameworks and their monitoring.

National definitions of energy poverty in the ReHABITA pilot countries

Country	Definition
Bulgaria	A household in a situation of energy poverty is defined based on: 1. Disposable average monthly income of household members; 2. Typical energy consumption cost; 3. Energy characteristics of the dwelling ¹
Croatia	Although Croatia does not have a national definition of energy poverty in important strategic documents, energy poverty is usually described using several international definitions: 1. "A household is energy poor if it needs to spend more than 10% of its income to keep the home adequately warm" ² 2. "The inability to heat the home up to a socially and materially necessitated level" ³ 3. "In the absence of a definition, energy poverty can also be measured using proxy indicators. European Union Statistics on Income and Living Conditions (EU-SILC) include three variables commonly used to describe and measure energy poverty in the EU: <ul style="list-style-type: none"> • Inability to adequately heat the home; • Accumulated unpaid energy bills; and • Presence of a leaking roof, damp walls, floors or foundations, or decay in window frames or floors.⁴ <p>However, despite the lack of detailed methodology and definition of energy poverty, the problem is clearly recognized in the Program of Energy Renovation of Family Houses for the period from 2014 to 2020. For the first time in Croatia, funding for the energy renovation of family houses was made available to citizens at risk of energy poverty, defined for the purposes of the</p>

¹ Article 3 of the Regulation on the criteria, conditions and procedure for determining the status of a household in a situation of energy poverty

² Boardman., B. *Fuel poverty: from cold homes to affordable warmth*. Belhaven Press, 1991

³ Buzar, S. (2007). "When homes become prisons: the relational spaces of postsocialist energy poverty". *Environment and Planning A*, 39(8), 1908-1925.

⁴ *Multi-apartment energy renovation program building for the period until 2030*, https://mpgi.gov.hr/UserDocImages/dokumenti/EnergetskaUcinkovitost/Program_energetske_obnove_VS_zgrada_do_2030.pdf (accessed on January 20th 2024)

	<p>Program as recipients of guaranteed minimum assistance or household members of recipients of guaranteed minimum assistance. The planned measures for energy renovation and the cost of energy certifiers for these citizens are fully funded (100%) by the Environmental Protection and Energy Efficiency Fund. Considering the complexity of the issue of energy poverty another program for combating energy poverty, which includes the use of renewable energy sources in residential buildings in assisted areas and areas of special state concern, is scheduled to run until 2025.⁵ This program also does not define energy poverty in Croatia nor does it develop a methodology for determining the criteria for acquiring the status of an energy-poor consumer. It only addresses a part of the problem, namely the population living in buildings under the jurisdiction of the state department in areas of special state concern.</p>
Latvia	<p>The inability of a household user to maintain an appropriate temperature in the dwelling, or to use the services provided by energy supply merchants, or to pay for them due to low energy efficiency, or because the payment for these services has a high share in household income.⁶</p> <p>A household affected by energy poverty is a household within the meaning of the Law on Social Services and Social Assistance which complies with at least one of the following criteria:</p> <ol style="list-style-type: none"> 1) he or she has been recognised as a needy or low-income household and receives material support for covering the expenses related to the use of the dwelling; 2) he or she rents a residential space or social apartment owned or leased by a local government in accordance with the law On Assistance in Solving Apartment Issues or the Law On Social Apartments and Social Residential Houses.⁷
Romania	<p>o) energy poverty - the impossibility of the vulnerable consumer, defined in letter a), to cover the minimum energy needs, defined in letter p);</p> <p>a) vulnerable energy consumer, hereinafter referred to as vulnerable consumer - the single person/family who, for reasons of health, age, insufficient income or isolation from energy sources, requires social protection measures and additional services to ensure their little minimal energy needs;</p> <p>p) minimum energy needs - the minimum energy consumption of a single person/family for lighting, optimal cooling and heating of the home, supporting cooking facilities and providing hot water in the home, using means of communication that require the use of energy or powering medical devices to sustain life or to improve people's health. The minimum consumption limit is established by order of the Minister of Labor and Social</p>

⁵ Energy Poverty Reduction Program

https://mpgi.gov.hr/UserDocImages/dokumenti/EnergetskaUcinkovitost/Program_suzbijanja_energets_kog_siromastva_do_2025.pdf (accessed on January 20th 2024)

⁶ Energy Law 21/1/2021, Chapter XVII

⁷ Ibid.

	Protection, based on the data made available by the National Energy Regulatory Authority, as well as by the National Institute of Statistics ⁸
Spain	Fuel poverty is the situation of a household in which basic energy supply needs cannot be met as a result of an insufficient level of income and may be aggravated by energy inefficient housing. ⁹

The most used definition in the EU documents, however, takes energy poverty as a set of conditions where “individuals or households are not able to adequately heat, cool, or provide other required energy services in their homes at affordable cost”.¹⁰ In other words, energy poverty is “the inability to realise essential capabilities as a direct or indirect result of insufficient access to affordable, reliable and safe energy services, and taking into account available reasonable alternative means of realising these capabilities”.¹¹ To put these definitions in perspective, according to Eurostat, the percentage of Europeans unable to keep their home adequately warm has risen from 7,5% in 2020 to 9.3% in 2022.¹²

As mentioned in the introduction, energy poverty results from various factors exerting different contributions. Nonetheless, three common and most important factors contributing to energy poverty are low household income, high energy costs and energy inefficient homes. Existing approaches to the definition of the phenomenon are based on quantitative indicators, such as the proportion of household expenditure on energy bills in relation to their income or the latter’s relation to the poverty line after subtracting the cost for energy services (the 10% approach, ‘low income – high costs’, ‘minimum income limit’), and qualitative indicators (consensus approach).

Importantly, energy poverty is an important factor for other conditions – it has a serious influence on social, physical, and mental health. That is, energy poverty itself is a serious risk factor for the overall health of people experiencing it; it has detrimental effects on mental health, respiratory and circulatory problems, it has a direct role in increased numbers of winter or summer deaths and contributes to social exclusion.¹³

⁸ LAW no. 226 of September 16, 2021

⁹ *The Spanish National Strategy against Energy Poverty 2019-2024* (https://www.miteco.gob.es/content/dam/miteco/es/ministerio/planes-estrategias/estrategia-pobreza-energetica/estrategianacionalcontralapobrezaenergetica_tcm30-502982.pdf)

¹⁰ Thomson, H., & Bouzarovski, S. (2018). *Addressing energy poverty in the European union: State of play and action*. EU Energy Poverty Observatory, Manchester.

¹¹ Day, G. Walker, Simcock, N. (2016). *Conceptualising energy use and energy poverty using a capabilities framework*, EP93

¹² *Population unable to keep home adequately warm by poverty status* https://ec.europa.eu/eurostat/databrowser/view/sdg_07_60/default/table?lang=en (accessed on January 20th 2024)

¹³ Bouzarovski, S., & Petrova, S. (2015). A global perspective on domestic energy deprivation: Overcoming the energy poverty–fuel poverty binary. *Energy Research & Social Science*, 10, 31-40.

2.2. Selected indicators of energy poverty in the ReHABITA project pilot countries

Although energy poverty usually results from low household income, high energy costs and energy inefficient homes, the contribution of a particular factor to the overall state of energy poverty in a country varies. To demonstrate this, below are a few tables of indicators of energy poverty demonstrating how these factors vary from country to country.

Table 1: *Share of population unable to keep home adequately warm by poverty status and arrears on utility bills*

ReHABITA pilot country	Unable to keep home adequately warm % of population ¹⁴	Arrears on utility bills % of population ¹⁵
Bulgaria	22.5	18.8
Croatia	7	14.5
Latvia	7.1	5.9
Romania	15.2	17.8
Spain	17.1	9.2
European Union 27 (from 2020)	9.3	6.9

Consider first *Table 1 - Share of population unable to keep home adequately warm by poverty status and arrears on utility bills*. The percentage of arrears in utility bills in the European Union is 6.9%. Four of the ReHABITA pilot countries (Bulgaria, Croatia, Romania and Spain) have percentages above the EU average. It is noteworthy that Bulgaria leads this indicator, with 18.8% of its population experiencing arrears in utility payments. In contrast, Latvia shows 5.9% of its population with utility bill arrears, a figure significantly below the EU average and in favourable comparison with the other pilot countries. These data suggest the existence of possible "hidden energy poverty", where households, in order to cope with their bills, reduce their energy consumption, resulting in a lack of thermal comfort in their homes. This phenomenon could indicate a deeper problem in terms of access to basic services and quality of life in these households.

Table 2: *Electricity prices in the previous 5 years*¹⁶

ReHABITA pilot country	2019	2020	2021	2022	2023
(€ cents/kWh)					
Bulgaria	8.31	8.31	8.53	9.11	9.48
Croatia	10.28	10.12	10.03	10.6	11.7

¹⁴ *Population unable to keep home adequately warm by poverty status*

https://ec.europa.eu/eurostat/databrowser/view/sdg_07_60/default/table?lang=en (accessed on January 20th 2024)

¹⁵ *Arrears on utility bills - EU-SILC survey*

https://ec.europa.eu/eurostat/databrowser/view/ilc_mdcs07/default/table?lang=en (accessed on January 20th 2024)

¹⁶ *Electricity prices in the previous 5 years*

https://ec.europa.eu/eurostat/databrowser/view/nrg_pc_204/default/table?lang=en%20 (accessed on January 20th 2024)

Latvia	11.36	9.96	10.24	17.79	25.21
Romania	9.83	10.45	11.15	17.79	33.73
Spain	13.26	11.78	13.58	25.79	15.34
European Union 27 (from 2020)	12.82	12.69	13.41	19.39	23.35

Table 2 show that in 2023 Romania had the highest electricity price and Bulgaria had the lowest electricity price. The trend in the last 5 years depicts that the price of electricity is rising in all countries.

Table 3: Gas prices in the previous 5 years¹⁷

ReHABITA pilot country	2019	2020	2021	2022	2023
(€ cents/kWh)					
Bulgaria	4.38	3.89	3.63	7.79	10.43
Croatia	3	3.11	3	3.46	3.9
Latvia	3.51	2.43	2.29	5.93	12.62
Romania	2.92	2.72	2.66	5.13	12.03
Spain	5.48	5.37	5.26	6.07	8.91
European Union 27 (from 2020)	4.58	4.3	4.11	6.29	10.19

Table 3 show that in 2023 Latvia had the highest gas price and Croatia had the lowest gas price.

Table 4: Types of energy used for heating homes.¹⁸

ReHABITA pilot country	Central/District heating	Electricity	Oil & Petroleum products	Gas	Coal	Wood (biomass, pellets, briguettes, etc.)	Other (heat pumps etc.)
Bulgaria	28.4%	51.9%	0.1%	2.5%	6.7%	10.2%	0.1%
Croatia	5%	21%	4%	19%	N/A	48%	N/A

¹⁷ Gas prices in the previous 5 years

https://ec.europa.eu/eurostat/databrowser/view/nrg_pc_202/default/table?lang=en (accessed on January 20th 2024)

¹⁸ Baseline Assessment Report: Working on the ground with energy-poor households and policymakers to mitigate energy poverty levels. Powerpoor (April 2021)

[https://powerpoor.eu/sites/default/files/2022-09/D%204.2 Baseline%20A Report v1.0.pdf](https://powerpoor.eu/sites/default/files/2022-09/D%204.2%20Baseline%20A%20Report%20v1.0.pdf) (accessed on January 20th 2024)

Latvia	30.40%	13.70%	2.70%	8.90%	N/A	41.40%	N/A
Romania	16%	2%	5%	33%	6%	38%	N/A
Spain	N/A	7.59%	31.42%	20.29%	0.90%	39.41% (biomass)	N/A

In the *Table 4*, types of energy used for heating homes are presented. Significant share of electricity for heating is used in Bulgaria, and wood in Croatia for the same purpose.

Table 5: *Share of final energy consumption in the residential sector by type of end-use, 2018*¹⁹

ReHABITA pilot country	Space heating	Space Cooling	Water heating	Cooking	Lighting and appliances	Other end uses
Bulgaria	52.80%	0.40%	18.00%	8.50%	20.20%	0%
Croatia	68.30%	1.90%	10%	6.50%	13.20%	0%
Latvia	66%	0%	18.50%	7.10%	7.90%	0.60%
Romania	62.4%	0.3%	14.1%	9.9%	13.3%	0%
Spain	43.10%	1%	17%	7.40%	31.40%	0%

Table 5 illustrates that energy used for heating takes the higher share in all countries. It is interesting to note a significant use of energy for lighting and household appliances in Spain.

Table 6: *Share of fuels used in the final energy consumption in the residential sector, % (2017)*²⁰

ReHABITA pilot country	Electricity	Derived Heat	Gas	Solid Fuels	Oil & petroleum products	Renewables and wastes
Bulgaria	42.3	14.5	3.5	5.1	1.0	33.6
Croatia	23.2	4.9	20.3	0.1	5.2	46.3

¹⁹ *Energy consumption in households*

https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Energy_consumption_in_households#Energy_consumption_in_households_by_type_of_end-use (accessed on January 20th 2024)

²⁰ *Share of fuels in the final energy consumption in the residential sector, 2017*

[https://ec.europa.eu/eurostat/statistics-explained/index.php?title=File:Share_of_fuels_in_the_final_energy_consumption_in_the_residential_sector,_2017_\(%25\).png](https://ec.europa.eu/eurostat/statistics-explained/index.php?title=File:Share_of_fuels_in_the_final_energy_consumption_in_the_residential_sector,_2017_(%25).png) (accessed on January 20th 2024)

Latvia	11.7	30.1	9.7	0.5	4.4	43.6
Romania	14.1	10.1	32.7	0.4	3.8	38.9
Spain	43.0	0.0	18.3	0.5	18.5	19.7
European union 27 (from 2020)	24.6	7.6	36.2	3.1	10.8	17.6


Table 6 presents the final energy consumption in the residential sector in 2017, highlighting that electricity was the predominant fuel in Bulgaria and Spain. On the other hand, waste was the main source of energy in final energy consumption in the residential sector in Croatia and Latvia.

3. Key initiatives

3.1. The Covenant of Mayors

The Covenant of Mayors (CoM) in Europe is the leading initiative in the EU for signatories who pledge to mitigate climate change as well as adapt to its consequences. Its vision is that, by 2050, all citizens will be living in decarbonised and resilient cities with access to affordable, secure, and sustainable energy. This includes, amongst others, alleviating energy poverty. The Covenant of Mayors' target, referring to signatory cities pledging action to support the implementation of the EU 55% greenhouse gas-reduction target by 2030²¹ and the adoption of a joint approach to tackling mitigation and adaptation to climate change, can prompt local authorities to promote the issue and take effective actions in service of energy vulnerable citizens.

How can ReHABITA municipalities use CoM to engage citizens in energy renovations?

	ReHABITA office
Why	<ul style="list-style-type: none"> ▪ Access to network and collaboration opportunities ▪ Facilitated cooperation and support from national authorities for CoM network members and their local activities
How	<ul style="list-style-type: none"> ▪ Using the experience, information, know-how and resources on various topics related to energy poverty, energy efficiency, energy renovation, climate change and climate adaptation from network members. ▪ Webinars for municipality and ReHABITA office employees on energy poverty and its mitigation

SECAP


SECAPs (Sustainable energy and climate plans) are an important and useful tool for municipalities. By having a SECAP, municipalities define their energy and climate vision and goals, and subsequently list and implement the activities to achieve the set goals. SECAPs provide a framework for sustainable development, and they help communities in their transition towards a low-carbon and resilient future. Additionally, the SECAP process encourages local authorities to engage with stakeholders, raise awareness and build partnerships to enhance the success of their sustainability initiatives.

Local authorities joining the Covenant of Mayors for Climate and Energy - Europe initiative commit to submitting an action plan (SECAP) within two years after formally signing up for the initiative. This action plan is a key implementation tool for the Covenant signatories. It defines mitigation target(s) and adaptation goal(s). It is based on a Baseline Emission Inventory and a Risk & Vulnerability Assessment, which provide an analysis of the current situation at a given

²¹ European Commission, 2030 Climate Target Plan, https://ec.europa.eu/clima/eu-action/european-green-deal/2030-climate-target-plan_en

moment. They serve as a basis for defining a comprehensive set of actions that signatories plan to undertake to reach their targets, including the alleviation of energy poverty.


In 2022, Covenant of Mayors has also introduced the 3rd pillar - alleviating energy poverty - and has included Energy Poverty Assessment in the SECAP template. The Energy Poverty Assessment assists in defining the state of energy poverty in a local authority. It is an integral part of SECAP. The Energy Poverty Assessment offers a choice from a variety of indicators in several macro areas: climate, facilities/housing, mobility, socio-economic aspects, policy and regulatory framework, and participation/awareness raising. Each indicator can be further defined by selecting a base year and current level, either at a household or at a person level. Signatories are free to select as many indicators as they like and use them to monitor progress.

	Municipalities
Why	<ul style="list-style-type: none"> For creating poverty measures it will be useful to include the energy-poor citizens in the co-designing process. Citizens often possess valuable insights and practical knowledge about their energy consumption that policymakers may lack. Involving citizens taps into the local expertise, improving the relevance and effectiveness of policies
How	<ul style="list-style-type: none"> Using the ReHABITA office as a place of inclusion of energy-poor citizens. For example, one of the tools suggested in this handbook is <i>Collective assemblies</i> – municipalities can include as one of their monthly <i>Collective assembly</i> meetings citizens in order to provide them with a platform for proposing and discussing measures for SECAP or a similar local document.

3.2. Energy Poverty Advisory Hub

The Energy Poverty Advisory Hub (EPAH) is the leading EU initiative aiming at alleviating energy poverty and accelerating the transition to a just energy future for local governments. EPAH's mission is to be a central node of expertise and information related to tackling energy poverty in Europe targeted at all relevant stakeholders who are interested in taking action to combat energy poverty in Europe. EPAH is providing direct support, online training, and research results as well as aims to build a network of stakeholders interested in taking action to combat energy poverty in Europe.

How can ReHABITA municipalities use EPAH's resources to engage citizens in energy renovations?


	ReHABITA office
Why	<ul style="list-style-type: none"> Platform for collaboration and exchange between local authorities and other interested stakeholders Access to EPAH's online interactive ATLAS updates on local level projects and measures implemented to alleviate energy poverty

How	<ul style="list-style-type: none"> Find and use measures, practices and types of activities from similar projects which have been tested in practice as effective Use online courses for alleviating energy poverty – courses offer practical information, with case studies, best practices, available tools and resources.
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3.3. Renovation Wave

The renovation of both public and private buildings was singled out in the European Green Deal as a key initiative to drive energy efficiency in the sector and deliver on objectives. The Renovation Wave initiative builds on the national long-term building renovation strategy, other aspects of the Directive on Energy Performance of Buildings, and building-related aspects of each EU country's national energy and climate plans (NECPs). The strategy identifies 3 focus areas: Tackling energy poverty and worst performing buildings, Renovation of public buildings and Decarbonisation of heating and cooling.

How can ReHABITA municipalities use Renovation Wave resources to engage citizens in energy renovations?

	ReHABITA office
Why	<ul style="list-style-type: none"> Meeting point where information about new public calls should be available Creating a list of citizens interested in energy renovation
How	<ul style="list-style-type: none"> Leaflets with information about conditions for obtaining grants Keeping track of list with necessary conditions for applying for the subsidies and whether citizens have met those conditions Using existing network (mandatory reporting to the social services office, collection of one-time financial assistance, Red Cross with project that visit all beneficiaries on a weekly basis) to keep track on those information Each pilot country should follow programs and calls implementing Renovation Wave; the key message is to be familiar with financial instruments that support Renovation Wave in your country and to communicate these financial instruments to citizens in a simple way.

4. Shaping the ReHABITA approach

What is the ReHABITA project approach?

As noted in the introduction to this handbook, energy poverty is a complex phenomenon depending on various factors. This complexity is measured and monitored by indicators of energy poverty such as types of energy used for heating homes, arrears on utility bills, electricity prices or gas prices.²² Indicators of energy poverty vary in different pilot countries of the project. Project's pilot sites are distinguished by their local conditions and so are the resources of technical partners and municipalities.

This handbook acknowledges this complexity and, accordingly, does not offer a step-by-step approach to increase the engagement of citizens in energy renovations that would be equally applicable to all partners. Specific national and local conditions, available resources and needs of the technical partners and municipalities present serious challenges and quite possibly prevent any uniform strategy that can be easily replicated in all pilot countries.

Taking this into account, the handbook offers recommendations of activities coupled with examples of good practice and leaves project partners to shape their strategy of engagement relative to their own needs and resources. Nevertheless, this does not mean that certain advice cannot be followed by all partners. Such advice can serve as an inspiration in thinking and setting up a strategy of citizen engagement. Therefore, in the next chapter we present a possible roadmap for partners to kick start their citizen engagement campaigns.

4.1. Brochures, leaflets, and other communication materials


WHAT: Brochures, leaflets and other visual and textual communication materials will facilitate successful communication and engagement of citizens who are in energy poverty or in risk of energy poverty. They should contain short and easily understandable information on energy poverty, energy savings tips and advice and the benefits of energy renovation processes.

HOW: There are several projects on energy poverty from the HORIZON and LIFE programs that have already produced valuable materials. Below we present three ideas for creating informative materials in the form of brochures or leaflets. We recommend that each technical partner in cooperation with the municipality from their pilot country decides if these materials are applicable to their national and local situations. If not, technical partners and municipalities should use these examples as inspiration and produce their own materials.


WHERE AND WHEN: These materials can be distributed by municipalities and technical partners at events and places where the target population of the ReHABITA project will be present. These materials should also be present at the social services offices and distributed in every household where the energy studies will be conducted (as a part of the task T3.2.).

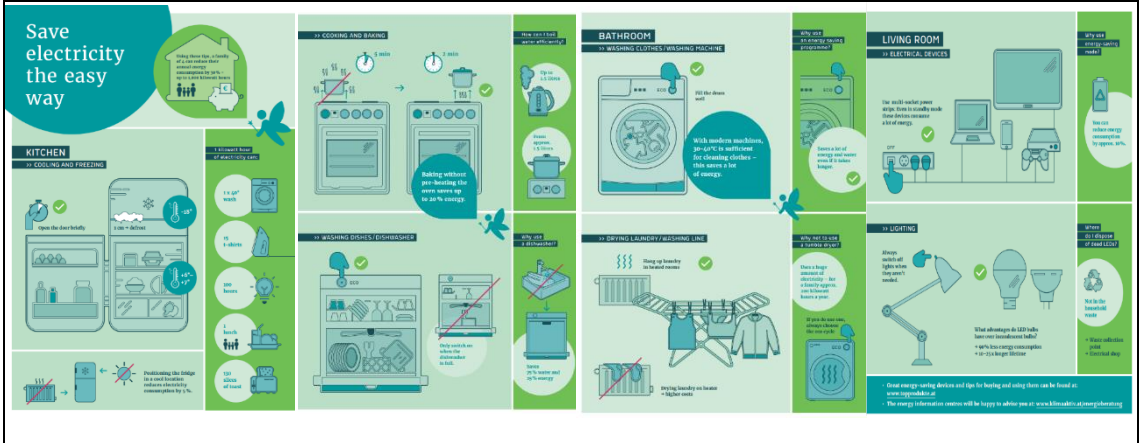
EXAMPLES OF GOOD PRACTICE


²² Technical partners and municipalities are encouraged to regularly consider Energy Poverty Advisory Hub's (EPAH) webpage and follow updates on local and national indicators of energy poverty. EPAH's website offer valuable resources to policymakers, researchers and civil society organizations for shaping their approaches to tackling energy poverty.

	Advisory brochures on energy renovations and energy savings
Project	<p>POWERPOOR – Empowering Energy Poor Citizens through Joint Energy Initiatives HORIZON 2020 2020-2023</p> <p>Partners: Bulgaria, Germany, Belgium, Greece, Luxembourg, Hungary, Estonia, Latvia, Portugal, Spain and Croatia</p> <p>Coordinators in the ReHABITA countries: DOOR (HR), ZREA (LV), Sofena (BG), GOIENER (ES)</p>
Example of good practice	<p>Measure: 6 advisory brochures on energy renovations, investments and energy savings</p> <p>Description: Advisory brochures on 6 topics related to energy efficiency and renovations: heat pumps, photovoltaic systems, biomass as a heating source, isolation-building envelope, isolation-windows and doors, solar collectors as heating source. The brochures offer detailed information and calculations of the return of investment depending on different factors (for example, the amount of government's subsidies). These brochures are disseminated at local events and at the Energy Poverty Alleviation Office in Croatia.</p>
Replication within the ReHABITA project	<p>These six brochures offer detailed information on six medium to large household investments in order to strengthen energy self-sufficiency and sustainability. Although the ReHABITA project targets beneficiaries of social services who cannot afford these investments, the topics can be adjusted to the target population and consider some small energy renovation investments which can still be effective.</p> <p>Link: https://www.door.hr/brosure/</p>

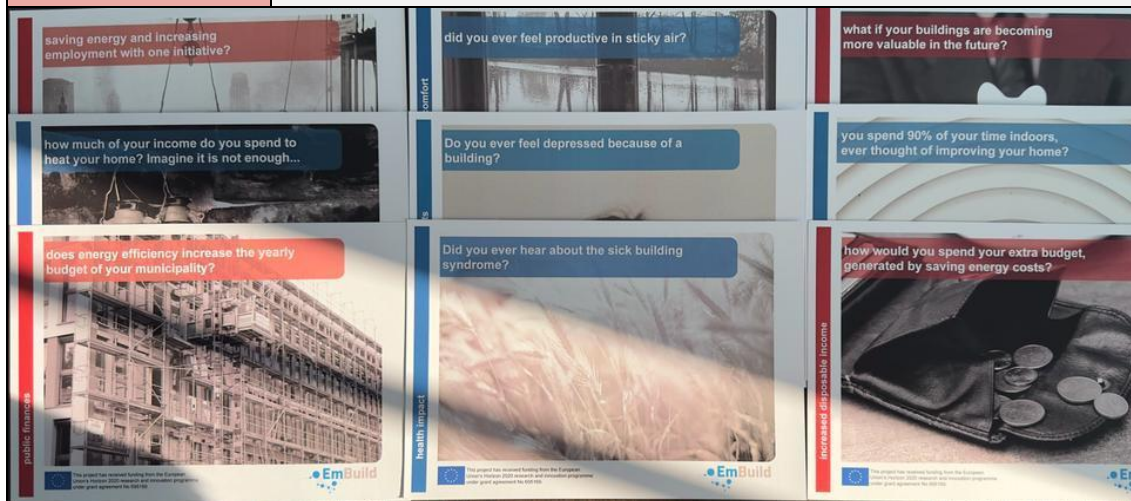


	Saving energy at home – visual material for homeowners, tenants and landlords in various languages
Project	ENPOR project HORIZON 2020 2019-2023 Partners: Austria, Croatia , Estonia, Germany, Greece, Italy, Netherlands, United Kingdom Coordinator in Croatia: DOOR
Description of a practice or an idea	Measure: Leaflets: Saving energy at home – visual material for homeowners, tenants and landlords in various languages Description: 3 Leaflets with electricity saving tips, heating saving tips and summer cooling tips for citizens. They offer short and effective tips accompanied with interesting graphics.

<p>Replication within the ReHABITA project</p>	<p>These leaflets are written in English, Turkish, German, Bosnian-Croatian-Serbian, Farsi, Arabic, Russian and Ukrainian. Partners from the ReHABITA project (except for Croatia) should consider creating similar visual leaflets to their local situation. They can be a valuable resource for the ReHABITA office employees to engage citizens in the energy renovation. These are small but effective advice and measures to save energy and money. Distributing them through ReHABITA office, social service can build trust and interest of the target population.</p> <p>Link: https://www.enpor.eu/knowledge-hub/</p>
	

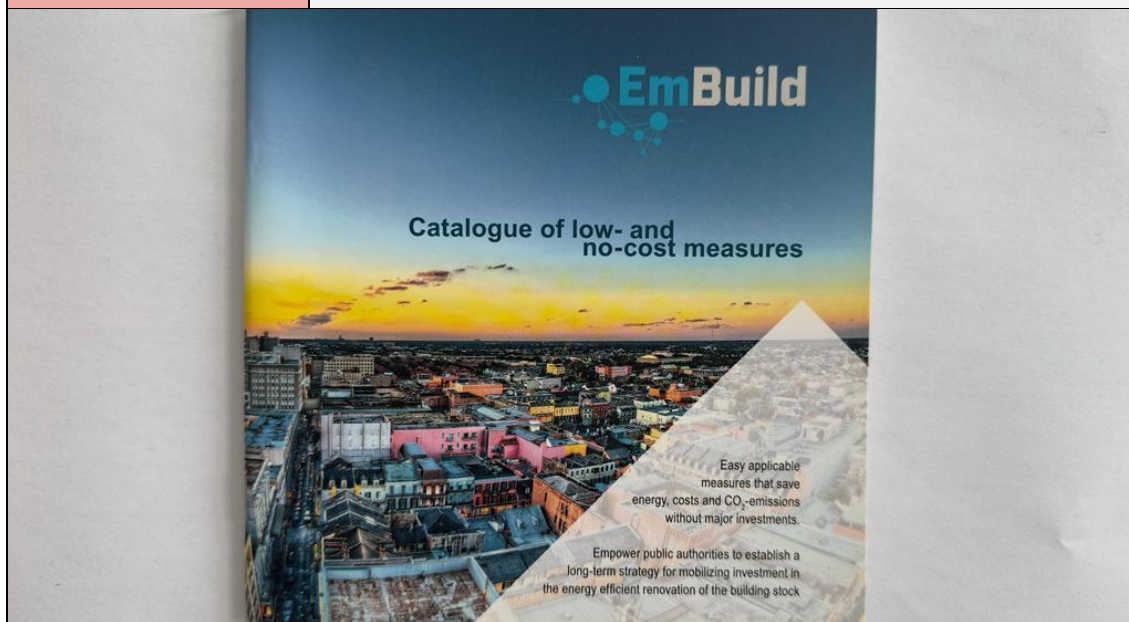
	<p>Leaflets on encouraging energy renovations and energy savings</p>
<p>Project</p>	<p>EmBuild- Empower public authorities to establish a long-term strategy for mobilizing investment in the energy efficient renovation of the building stock Horizon2020 2016-2018</p> <p>Partners: German Institute for International Cooperation (GIZ), the Technical University of Munich and the European Building Performance Institute (BPIE) – Brussels, as well as implementing organizations from Slovenia, Serbia and North Macedonia</p> <p>Coordinator in the ReHABITA pilot country: EnEffect from Bulgaria and REGEA from Croatia</p>
<p>Description of a practice or an idea</p>	<p>Measure: 12 leaflets on how to reduce the energy consumption and encourage the building renovation</p>

	<p>Description: These leaflets contain information about reduced fuel poverty, improved quality of life, employment, energy security, reduced air pollution, resource management, access to financing, reducing the CO2. The leaflets contain general data from the countries that participated in the project, an example of good practices that can be replicated and recommendations.</p> <p>The leaflets were disseminated at all events within the project and municipal events.</p>
Replication within the ReHABITA project	<p>Leaflets on energy savings and access to financing can be distributed to the public, especially to the citizens who are visiting the ReHABITA One Stop Shop, and in that way, they can get a clear view at what the actions they can be in order to implement their renovation projects.</p> <p>Implementing the renovation projects will have a significant impact on the quality of life, health issues but also broader aspects like CO2 reduction and mitigating climate change.</p>



	<p>Catalogue of low-and no-cost measures</p>
Project	<p>EmBuild- Empower public authorities to establish a long-term strategy for mobilizing investment in the energy efficient renovation of the building stock</p> <p>Horizon2020 2016-2018</p> <p>Partners: German Institute for International Cooperation (GIZ), the Technical University of Munich and the European Building Performance Institute (BPIE) – Brussels, as well as implementing organizations from Slovenia, Serbia and North Macedonia</p>

	Coordinator in the ReHABITA pilot country: EnEffect from Bulgaria and REGEA from Croatia
Description of a practice or an idea	<p>Measure: 1 catalogue on low-and no-cost measures</p> <p>Description: This catalogue summarizes typical no and low-cost measures. Depending on the specific context, the type of buildings and the technology available, some of these measures will be more applicable than others. EmBuild's approach will be as follows: the catalogue is published on EmBuild's website and continuously updated. Simultaneously, national EmBuild partners extract those measures that will be most applicable by their focus municipalities and publish them in an appropriate format.</p>
Replication within the ReHABITA project	The catalogue of low-and no-cost measures contains information regarding energy controlling, ventilation systems, maintenance of mechanical ventilation systems decentralized hot water, electric light, heating systems, efficient heat distribution pumps that can be useful for the citizens if they feel the need to know more about the renovation steps and innovative technologies regarding efficient renovations.




4.2. Info days/stands

WHAT: Organizing and implementing info days are an excellent way to engage energy poor citizens in the ReHABITA activities. In this way, citizens can be directly addressed and encouraged to participate in the energy renovation or other support programmes, if there are any. Organising and conducting info days expands the potential reach of energy vulnerable citizens or citizens at risk of energy poverty beyond those already identified by conducting questionnaires. Info days, therefore, should be considered as regular activities of the ReHABITA offices in each pilot country.

HOW: Info days stands can be organised as either stand-alone events or as parts of other events. How info days are organised will depend on the specifics of a particular ReHABITA office in a pilot country. That is, an info day can be implemented as a part of a social event organised in the municipality which is not a formal part or an activity within the ReHABITA project. For example, a ReHABITA office can have its own stand at a local market, local fair or festival. Technical partners can organise info days with stands on energy poverty and energy renovation at their offices or at social service offices and include it in their monthly or bimonthly activities (or in whatever frequency they think is appropriate) – the ReHABITA offices should regularly organise stands with the information on the ReHABITA project and energy poverty in general and this should be one of their primary activities.

WHERE AND WHEN: info days can be organised without prepared and printed materials; however, we recommend that specific brochures or leaflets from the point 4.1.1. are disseminated at info days events.

EXAMPLES OF GOOD PRACTICE

	Info days for citizens on energy poverty and energy savings
Project	<p>POWERPOOR project – Empowering Energy Poor Citizens through Joint Energy Initiatives HORIZON 2020 2020-2023</p> <p>Partners: Belgium, Bulgaria, Croatia, Estonia, Greece, Hungary, Latvia, Portugal and Spain and EU partners - Belgium, Germany and Luxembourg Coordinators in the ReHABITA countries: DOOR (HR), ZREA (LV), Sofena (BG), GOIENER (ES)</p>
Description of a practice or an idea	<p>Measure: Info days on energy poverty, energy savings, energy investments for tenants and landlords in the private sector.</p> <p>Description: Each pilot country planned and carried out several info days. The organisation of each Info day from the agenda to the set up was left up to the local partners so that it can be customised to fit the needs of the local community. In each Info day, the target group, the setting and other non-measurable factors (i.e., did it have the support of a municipality, was it in cooperation with another project or organisation, where would it be held, etc.) were taken into account.</p>
Replication within the ReHABITA project	<p>ReHABITA offices in the ReHABITA project should consider organising once in a month or once in a few months the energy poverty info days. These can be conducted as a standalone events or as a part of another event. As with the Infodays in the POWERPOOR project, each info day can have a different topic, or be tailor made for a specific audience.</p>

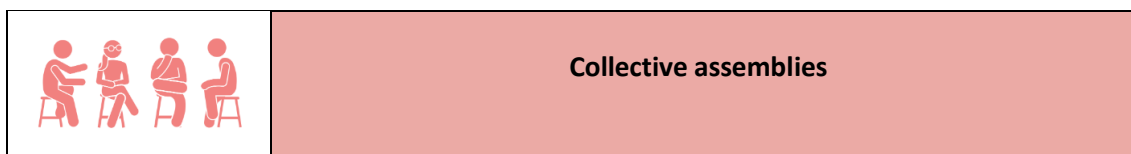


4.3. Collective assemblies/community gatherings


WHAT: Organise community gatherings (for example, collective assemblies, as they were organised and performed in the EmpowerMed project). Community gatherings or collective assemblies are gatherings of people affected by energy poverty held at specific dates and locations, typically in a community centre or some other public space. People are encouraged to share their experiences, struggles, questions, and offer practical guidance and advice to each other: for example, practical advice on matters like renegotiating debt with suppliers, applying for social energy tariffs, or asserting consumer rights with utility providers.

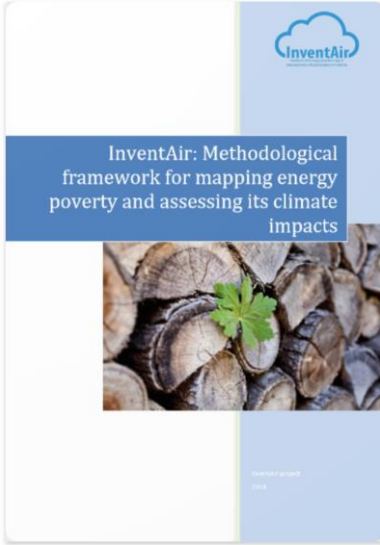
HOW: Organise regular community gatherings as open meetings or sessions for people to share their experience and for ReHABITA partners to disseminate information on the project and its activities. Consider distributing informative leaflets at the events. These gatherings work the best in groups of 10 to 15 people affected by energy poverty. If possible, bring a professional facilitator to stimulate conversation and nourish an inclusive environment. Organize small workshops at these gatherings where persons in energy poverty will be thought knowledge and skills related to energy use at home, interpreting utility bills, implementing cost-effective energy-saving measures, changing providers, exploring options for collective energy purchasing, and understanding how to apply for building rehabilitation grants.


WHERE AND WHEN: Organise monthly community gatherings or collective assemblies. If the ReHABITA office will have a physical space, this is a good way to put it in use, if possible. **Take in account ReHABITA activities under T4.1.**



Project	<p>EmpowerMed project – <i>Empowering women to take action against energy poverty in the Mediterranean</i> HORIZON 2020 2019-2023</p> <p>Partners: Slovenia (lead), Spain, Croatia, Italy, France, Germany and Albania.</p> <p>Coordinators in the ReHABITA countries: DOOR (HR), Universitat Autònoma De Barcelona (ES), De Fundacio Institut De Recerca De L'energia Catalunya (ES), Associacio Catalana D'enginyeria Sense Fronteres (ES)</p>
Description of a practice or an idea	<p>Measure: Collective advisory assemblies</p> <p>Description: Community gatherings where people who are experiencing energy poverty are encouraged to share their experiences, struggles, questions, and offer practical guidance and advice to each other</p>
Replication within the ReHABITA project	<p>Organise monthly community gatherings or collective assemblies (if possible, in ReHABITA office). Share information on the project, its activities, share practical advice and create a supportive environment for participants.</p> <p>Link: https://www.empowermed.eu/wp-content/uploads/2023/11/Collective-advisory-assemblies_STH2.pdf</p>
	

	Collective assemblies
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Project	<p>InventAir: Inventories of energy poverty to support clean air policies in Eastern European countries source of financing implementation time European Climate Initiative (EUKI) 09/2018 - 04/2019</p> <p>Partners: Deutsche Umwelthilfe (DUH) e.V. Energy Agency of Plovdiv (EAP) Focus Association for Sustainable Development</p> <p>Coordinator in the ReHABITA pilot country: Bulgaria</p>
Description of a practice or an idea	<p>Measure: Methodological Framework for Mapping Energy Poverty and Assessing its Climate Impacts</p> <p>Description: This document outlines ways to tackle the cross-sectoral problem of poor heating practices and increased air pollution in urban and rural areas in Eastern European countries.</p>
Replication within the ReHABITA project	<p>The Energy Agency of Plovdiv was a project coordinator and will use the knowledge and experience from this project as a tool to support the local policy makers in exploring the multiple environmental and climate impacts of energy poverty by focusing on the development and implementation of joint clean air and energy poverty policies.</p>
	

	<p>Energy poverty measures in SECAPS – involving citizens in the SECAP creation process through workshops</p>
Project	<p>Compete4SECAP - Energy management competition for local authorities for uptake and enhance of Sustainable Energy and Climate Action Plans</p>

	<p>HORIZON 2020 2017-2020</p> <p>Partners: Croatia, Cyprus, France, Germany, Hungary, Italy, Latvia and Spain</p> <p>Coordinators in the ReHABITA countries: DOOR (HR), Ekodoma (LT) and EuroVértice (ES)</p>
Description of a practice or an idea	<p>Measure: All means of communication were used to obtain the data to create the SECAPs with energy poverty measures in the best way possible (e-mails, phone, discussions, workshops, meetings). Through the process of consultations and discussions, more detailed understanding and more concrete actions have been formulated for mitigation of energy poverty</p> <p>Description: As part of the Compete4SECAP (H2020) project DOOR worked on the creation of 4 SECAPs for the cities of Velika Gorica, Rijeka, Zadar and Osijek. But only cities Rijeka, Zadar and Osijek have decided to accept DOOR's proposal for the inclusion of a measure chapter to combat energy poverty (one chapter on energy poverty was added to SECAP).</p> <p>In Latvia pilot municipalities were Bauska, Kegmus, Saldus and Tukmus. In Spain pilot municipalities were Ceuti, Cieza, Las Torres de Cotillas and Murcia.</p>
Replication in the ReHABITA project	<p>Approach as a workshop with citizens for participation in the creation of public policies - especially local policies such as SECAP</p>

4.4. Online activities of the ReHABITA offices


WHAT: Besides creating or reusing communication materials for energy poverty and organizing info days, technical partners should define online activities of the ReHABITA offices that would foster the engagement of target population. Establish and foster an online community group(s) to share information about the project and its activities, energy efficiency and renovation news, tips and advice and strengthen a community approach to alleviation of energy poverty at the local level. Online groups present a valuable platform to disseminate calls for participation in the ReHABITA activities: calls for questionnaires, calls to participate in the cocreation of roadmaps to energy renovation etc.

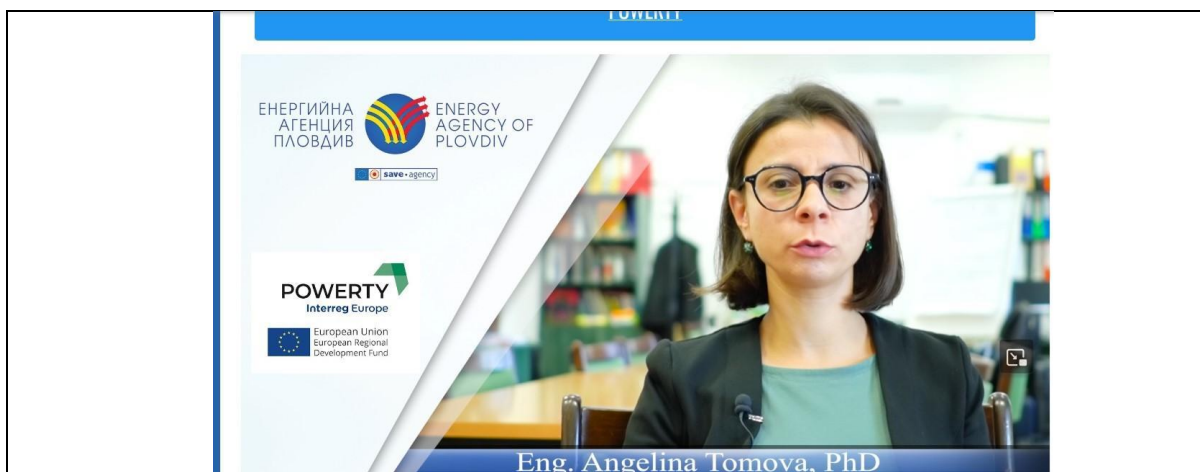
HOW: Establish social media profiles of the ReHABITA offices which will disseminate news and information about the project and about energy poverty in general. In addition, establish a Facebook group in your local municipalities to create an online community of mutual support and knowledge sharing. Although some municipalities' target population will perhaps lack access to internet or in general will have a low interest to participate in online activities, Facebook group about energy savings and energy efficiency can be a valuable vehicle for reaching out to and engaging vulnerable populations in the ReHABITA activities. The Facebook group can gather citizens, institutions, and various organisations and foster the community of


mutual support and sharing knowledge, tips and advice to tackle energy poverty and energy renovations in local communities. This is also a good way to disseminate brochures and documents for empowering citizens to tackle energy poverty.

WHERE AND WHEN: Disseminate information on ReHABITA project through social media. Create engaging content for social media and consistently publish posts and videos. Establish a Facebook group as soon as possible and disseminate the information on it at your regular communication channel (both technical partners and municipalities). Person(s) working at the ReHABITA offices should regularly update information on activities, share links to learning materials, post calls for participation in various ReHABITA activities, share energy savings tips and advice etc.

EXAMPLES OF GOOD PRACTICE

	Video of the Bulgarian Pilot Action
Project	<p>POWERITY/ communication tool - video INTERREG Europe August 2019 - July 2023</p> <p>Partners: Spain; Plovdiv; France; Latvia; Poland; United Kingdom Coordinator in the ReHABITA pilot country: EuroVértice (Spain); Energy Agency of Plovdiv (Bulgaria); Ekodoma (Latvia); IREC (Spain), ESF (Spain), The Universitat Autònoma de Barcelona (Spain)</p>
Description of a practice or an idea	<p>Measure: Video about energy efficiency measures in the public building.</p> <p>Description: The video shows how Energy Agency of Plovdiv implemented 3 hybrid installations consisting of photovoltaic modules and battery energy storage systems, across three social housing centres owned by the Municipality of Plovdiv. These homes are inhabited by 22 children and young people with disabilities. The video presents EAP success story solution for social households to achieve a significant share of renewable generation that can be self-consumed and thus decrease their electricity bills and contribute to the decarbonization of the city's energy system.</p> <p>Link: https://www.eap-save.eu/data/videos/POWERITY_PILOT_ACTION_VIDEO_TESTIMONIAL_EAP.mp4</p>
Replication within the ReHABITA project	<p>Video film development as a valuable resource for the project progress and achievements, promotion of energy efficiency measures. Distributing it through ReHABITA office; media appearance.</p>



	Facebook group Solarni klub (Solar club) for citizens to exchange experiences on PV systems
Project	<p>On the sunny side (Na sunčanoj strani) Energy cooperative 2020 - ongoing</p> <p>Partners: Local equipment manufacturers, suppliers and installers in Croatia</p> <p>Coordinator in Croatia: Green energy cooperative - Zelena energetska zadruga (ZEZ)</p>
Description of a practice or an idea	<p>Measure: Facebook Solar club</p> <p>Description: the Solar club Facebook group gathers solar enthusiasts to share information and support each other with advice</p>
Replication within the ReHABITA project	<p>Sharing information on the project, news about local and national authorities' policies, promotional and education videos etc.</p> <p>Link: https://www.facebook.com/groups/solarniklub/?locale=hr_HR</p>


4.5. Promote ReHABITA project through TV and radio shows


WHAT: Disseminate activities of the ReHABITA project through local and national TV and radio shows. Target population in Gospić, Croatia will more likely follow local and national tv channels and radio stations rather than online media. In that regards, TV and radio could potentially have a higher reach than online media, depending on each of the pilot country's targeted population.

HOW: Promote positive role models and success stories through different the media can inspire confidence and empower vulnerable individuals to actively participate in various activities, fostering a sense of belonging and community inclusion. Invite citizens to participate in the ReHABITA project activities. Target shows which are aiming at or intended for the elderly population. Citizens expressing interest in their consumer rights often find interesting in tuning into shows with topics like "energy spendings" or "energy savings". At DOOR, we witnessed a significant surge in calls and emails from citizens keen on understanding energy renovation and the integration of renewable energy sources. This positive response underscores the impact of media in sparking awareness and engagement, fostering a proactive approach toward sustainable and consumer-oriented initiatives.

WHERE AND WHEN: Technical partners and municipalities can do this in cooperation or on their own. Start at the beginning of the project and regularly update the media about project's activities.

EXAMPLES OF GOOD PRACTICE

	Appearance at the morning TV show "Good morning Croatia" (Dobro jutro Hrvatska)
Project	CEES – Community energy for energy solidarity HORIZON 2020 Partners: United Kingdom, Portugal, France, Croatia , EU Coordinator in Croatia: Green energy cooperative - Zelena energetska zadruga (ZEZ)
Description of a practice or an idea	Measure: Media appearance Description: As part of project CEES (H2020) Croatian partner ZEZ need to perform a simple energy audit for 250 households with elderly citizens and distribute energy packages (Energy boxes) to them.
Replication within the ReHABITA project	Inviting citizens to participate in activities - Shows aimed at the elderly population Link: https://www.energysolidarity.eu/

	Appearance at the morning radio show "Glas potrošača" („The voice of the consumer")
Project	POWERPOOR project – Empowering Energy Poor Citizens through Joint Energy Initiatives HORIZON 2020 2020-2023

	Partners: Belgium, Bulgaria , Croatia , Estonia, Greece, Hungary, Latvia , Portugal and Spain and EU partners - Belgium, Germany and Luxembourg Coordinators in the ReHABITA countries: DOOR (HR), ZREA (LV), Sofena (BG), GOIENER (ES)
Description of a practice or an idea	Measure: Media appearance Description: As part of project POWERPOOR (H2020) Croatian partner DOOR participated in a radio show on the national radio channel where we presented Energy Poverty Alleviation Offices' (EPAOs) and the services we offer through the office.
Replication within the ReHABITA project	Promoting ReHABITA office through radio shows, for example, shows about consumer rights.

4.6. Knowledge sharing from One Stop Shops for energy renovations


WHAT: Connect and establish communication with the already established one stop shops for energy renovations in pilot countries which are similar to ReHABITA office in activities and scope.


HOW: ReHABITA offices should establish cooperation and communication with other, similar offices or one stop shops from their pilot countries. By connecting with the other one stop shops, secure the transfer of knowledge and experience between offices and equally important join in their activities in order to disseminate information about the ReHABITA activities. For example, the Energy Poverty Alleviation Offices should have implemented various services by now – bill reading and analyses, simple energy audits, advisory on simple measures to reduce energy consumption and increase living standards, advisory on possible technical solutions, as well as currently available funding and financing options for energy-poor households. Their experience and knowledge can be beneficial to establishing and maintaining ReHABITA offices.


WHERE AND WHEN: Establish communication with other one stop shops as soon as possible and maintain throughout the project's duration. They can be valuable resources to acquire learning, training and informative materials, connections with the stakeholders and to join them in their activities.


EXAMPLES OF GOOD PRACTICE

	Creating and piloting a One-Stop-Shop dedicated to home renovation services
Project	PadovaFIT Expanded project Horizon 2020 research and innovation programme implementation time 2019 - 2022 Partners: Italy, Germany, Romania and Bulgaria


	Coordinator in the ReHABITA pilot country: Bulgaria - Energy Agency Of Plovdiv
Description of a practice or an idea	<p>Measure: Energy Info Desk</p> <p>Description:. This Info Desk was created for the citizens from Ploiesti Municipality to get all necessary support to implement Renewable Energy Sources and Energy Efficiency projects, but also gave vulnerable citizens access to funding to implement RES and EE, by elaborating, free of charge, pre-feasability studies, thermographies and Energy Performance Certificates. AE3R was a bridge between public authorities and the common citizens.</p>
Replication within the ReHABITA project	The Energy Agency of Plovdiv is a pilot country in ReHABITA project and can use the knowledge and gathered experience for the establishment of the OSS
	

	Energy Info Desk
Project	<p>AE3R- creating an energy agency in Prahova County Intelligent Energy Europe 2009-2012</p> <p>Partners: Ploiesti Municipality and Prahova County Coordinators in the ReHABITA countries: Ploiesti Municipality</p>
Description of a practice or an idea	<p>Measure: Energy Info Desk</p> <p>Description:. This Info Desk was created for the citizens from Ploiesti Municipality to get all necessary suport to implement Renewable Energy Sources and Energy Efficiency projects, but also gave vulnerable citizens access to funding to implement RES and EE, by elaborating, free of charge, pre-feasability studies, thermographies and Energy Performance Certificates. AE3R was a bridge between public authorities and the common citizens.</p>

Replication within the ReHABITA project	<p>Using the previous model used in the IEE project, the Info Desk will be developed further into a One-Stop-Shop, designed specifically for vulnerable citizens which can get support from AE3R, but also from all departments from Ploiesti Municipality which are involved in the renovation process.</p>
	

	Establishment of OSS to promote energy renovation programs to citizens
Project	<p>FIRESOL project - Financial instruments in renewable energy projects Interreg Europe 2018-2022</p> <p>Partners: Spain, Ireland, Germany, Latvia, Poland and Croatia Coordinator in the ReHABITA countries: The Environmental Protection and Energy Efficiency Fund (HR), Ministry of Environmental Protection and Regional Development (LV)</p>
Description of a practice or an idea	<p>Measure: Online One stop shop for RES and EE projects</p> <p>Description: Establishment of OSS for citizens to apply for Croatian Programs for energy renovation – meeting with citizens to prepare documentation for public calls</p>

Replication within the ReHABITA project	<p>3 pilot countries in the FIRESPOOL project are now pilot countries in ReHabita.</p> <p>Consider transferring knowledge and sharing of experience between the OSS and the ReHABITA office.</p> <p>The Environmental Protection and Energy Efficiency Fund is the implementing body for public calls for energy renovation.</p> <p>Replication of Fund actions to citizens – organise meeting to prepare documentation for public calls that are opened under Program for energy renovation</p>
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	Establishment of Energy Poverty Alleviation Office (EPOA)
Project	<p>POWERPOOR -Empowering Energy Poor Citizens through Joint Energy Initiatives HORIZON2020 2020-2023</p> <p>Partners: Belgium, Bulgaria, Croatia, Estonia, Greece, Hungary, Latvia, Portugal and Spain and EU partners - Belgium, Germany and Luxembourg</p> <p>Coordinators in the ReHABITA countries: DOOR (HR), ZREA (LV), Sofena (BG), GOIENER (ES)</p>
Description of a practice or an idea	<p>Measure: Establishment of Local Energy Poverty Alleviation Office</p> <p>Description: The Energy Poverty Alleviation Offices' (EPAOs) primary goal is to assist citizens in alleviating energy poverty in their homes. This is done through various services – bill reading and analyses, simple energy audits, advisory on simple measures to reduce energy consumption and increase living standards, advisory on possible technical solutions, as well as currently available funding and financing options for energy-poor households. In total, there are 22 Energy Poverty Alleviation Offices; 2 in Bulgaria (Sofia, Plovdiv), 2 in Croatia (Zagreb, Križevci), 1 in Estonia (Tallinn), 6 in Greece (Messini, Souli, Almyros, Tripoli, Aspropyrgos, WeEnCoop Thessaloniki), 2 in Hungary (Józsefváros, Terézváros), 1 in Latvia (Jelgava), 3 in Portugal (Ermesinde, Lisbon and Mértola) and 5 in Spain (Tolosaldea region, REC Hernani, Tierra Estella, Oarsoaldea region, Bergara)</p>
Replication within the ReHABITA project	<p>ReHABITA office and POWERPOOR EPAO – sister project - knowledge sharing</p> <p>4 pilot countries in POWERPOOR project are now pilot countries in ReHABITA</p>


4.7. Cooperation with local charity organisations and NGOs


WHAT: Establish communication and cooperation with local and national charity organisation, local boards or committees, and local and national NGOs.


HOW: ReHABITA offices should establish cooperation and communication local and national charity organisation, local boards or committees, and local and national NGOs. Charity organisations (such as Red Cross and Caritas) may already have certain activities implemented in the neighbourhoods which will be in the focus of the ReHABITA project. Similarly, local and national NGOs may conduct similar activities. ReHABITA office should consider joining them in order to share information on the project's activities. Municipalities can consider financing simple „energy boxes“ containing LED light bulbs and draft proofing bands that can be administered through joint activities. For example, local NGOs can accompany social service workers or charity organisations in their regular visits to households in (energy) poverty and deliver and apply these energy boxes. The visits can also be used to disseminate goals and activities of the ReHABITA project and give on-spot/ad hoc energy savings workshops.

WHERE AND WHEN: Technical partners and municipalities should map charity organisations and NGOs at the beginning of engagement activities and establish cooperation, if there is a possibility, as soon as possible. ReHABITA office employees should regularly attend the meetings of local neighbourhood boards or committees and share information on the project's activities.


EXAMPLES OF GOOD PRACTICE

	Visits to energy poor households by NGOs and charity organisations
Project	<p>ACHIEVE project - Actions in low income Households to Improve energy efficiency through Visits and Energy diagnosis Intelligent Energy Europe Programme (IEE) 2014-2017</p> <p>Partners: Comité de liaison des énergies renouvelables (CLER) – FR, Severn Wye Energy Agency (SWEA) – UK, Caritasverband Frankfurt e.V. CARITAS – DE, Focus društvo za sonaraven razvoj (FOCUS) – SI, Energy Agency of Plovdiv (EAP) – BG, Groupe Energies Renouvelables, Environnement et Solidarités (GERES) – FR, Institut de l'Ecologie en Milieu Urbain (IDEMU) - FR</p> <p>Coordinator in the ReHABITA pilot country: EAP (BG)</p>

Description of a practice or an idea	<p>Measure: home visits, energy audits</p> <p>Description: The project supported identifying households that are most vulnerable to fuel poverty and working with them to implement suitable steps to reduce energy use and costs. The volunteers - people who are long-term unemployed and students were mobilised to carry out a large-scale campaign of home visits to households that have difficulties in affording basic energy needs. The visits were intended to analyse with the households their energy and water consumption and identify the everyday actions that can have a real impact on reducing it. Visits were also provided an opportunity for the household to install small energy-efficient and water-saving equipment</p>
Replication within the ReHABITA project	<p>The same approach - house visits, conducting a simplified energy audit, advising on energy/water/cost savings in the mapped ReHABITA neighbourhoods with local NGOs and charity organisations.</p>
	

	Regional Workshop in Bulgaria
Project	<p>POWERTY - workshop / gathering</p> <p>INTERREG Europe August 2019 - July 2023</p> <p>Partners: Spain; Plovdiv; France; Latvia; Poland; United Kingdom</p> <p>Coordinator in the ReHABITA pilot country: EuroVértice (Spain); Energy Agency of Plovdiv (Bulgaria); Ekodoma (Latvia); IREC (Spain), ESF (Spain), The Universitat Autònoma de Barcelona (Spain)</p>
Description of a practice or an idea	<p>Measure: Collective community gathering</p> <p>Description: Regional workshop on energy savings, energy investments, energy poverty for citizens, local and national authorities, public authorities, homeowners/citizens associations and energy agencies, H&C and RES Industry associations, as well as bank and financial actors.</p> <p>Link: https://projects2014-2020.interregeurope.eu/powerty/news/news-article/14997/powerty-regional-workshop-in-bulgaria</p>

Replication within the ReHABITA project	Organization of regional workshops/community gatherings/collective assemblies to share information on the project activities/development; create a supportive environment for participants.
	

	Visits to energy poor households by NGOs and charity organisations (such as Red Cross)
Project	REACH project – Reduce Energy Use and Change Habits Intelligent Energy Europe Programme (IEE) 2014-2017 Partners: Bulgaria, Slovenia, North Macedonia and Croatia Coordinator in the ReHABITA countries: DOOR (HR), EAP (BG)
Description of a practice or an idea	Measure: Home visits Description: NGOs paid home visits to identified households, reviewed their appliances and installed LED light bulbs, draft proofing bands, reflective panels behind radiators and aerators.
Replication within the ReHABITA project	Consider applying the same or similar house visits with energy boxes in the mapped ReHABITA neighbourhoods with local NGOs and charity organisations.

5. Setting up a citizen engagement strategy

RESOURCES

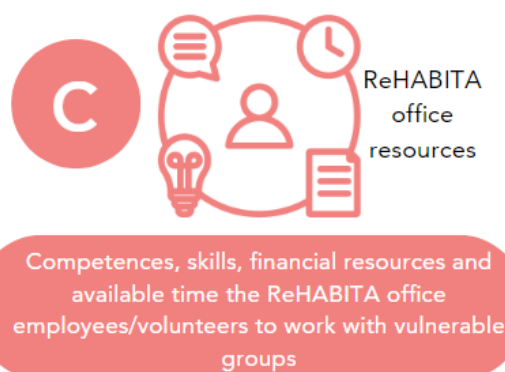
A reasonable start for your engagement strategy is to assess the resources at your disposal. Your resources will determine the available steps.

For example, some partners may already have enough informative materials, such as booklets or leaflets on energy savings, energy renovations or energy poverty, that they can use to engage the target population in ReHABITA activities. Some materials can perhaps be reused for these purposes while others will have to be adapted.



Determine how you can best use your resources so that they serve the purposes of the project. Choose what do you already have at your disposal, whether it is the materials, your connections/networks, or ReHABITA office employees as a starting point.

On the other hand, some partners may lack resources such as ready-to-use materials or available employees but have an expanded network of contacts with other NGOs, national and local authorities and international organisations that either conduct regular home visits or have other forms of contact with targeted population.



TARGET POPULATION

Aside from available resources, the profile of your target population will be equally important. An emphasis on activities on social media will perhaps not be as successful as house visits or similar in person activities if your target population is composed mostly of retired persons who, in general, do not use social media as much as younger population. Determine which activities will have the best response from your target population.



FIRST STEPS

No matter your resources and your target population, there are a few steps that all partners are encouraged to take at the beginning of their engagement campaign.



Start an online campaign

Create interesting content ready to be disseminated through your social media. If you already have interesting brochures, leaflets or flyers consider applying them as social media content. There are numerous options. Create content with information on energy poverty and energy renovations, and simple advice and tips and tricks on energy efficiency.

Regularly publish about the project's goals, activities and aims and advertise the opening and services of the ReHABITA office.



Create a support group on Facebook

You can share information, tips and advice to tackle energy poverty and energy renovations in local communities. Facebook group is a great opportunity for creating an online community of mutual support and knowledge sharing where members can express their worries, questions and ideas. By nurturing a vibrant Facebook group you can establish a community of mutual support and knowledge sharing which can later be easier to replicate in person in the ReHABITA office as community gatherings.



Create a flyer or one-pager

Create a flyer or one-pager with information on the ReHABITA project, office, and activities. Contact building managers, utility companies and building representatives ask to disseminate the flyer through mail or in person contact with tenants. This can be a good introduction about the project to the target population, especially if the target population is mostly composed of older and retired persons.

They will be more responsive to the information on the project if the information is given to them by the persons they already know, such as building representatives.

Disseminate materials on infodays

One way to disseminate materials and inform target population about the project and its activities is by having a stand at some event or by organising the ReHABITA Info-day. However, this can perhaps be difficult to organise at the moment or there are not any similar events occurring in your municipality at the moment.



NGOs and charity organisations, such as the Red Cross, may already regularly visit target neighbourhoods and populations. If you already have an established connection, consider joining them in their visits and disseminate flyer or one-pagers about the project, along with the brochures, leaflets and handbooks if these are available. In some cases, simple “energy boxes” (containing LED light bulbs, draft proofing bands etc.) to the tenants while attending these visits have proved to be effective.

6. Conclusion

“Exchange of experience with different stakeholders can tackle the communication issue and the inclusion of vulnerable citizens in the solution of the phenomenon of energy poverty.”

Connect with the LIFE and HORIZON 2020 project universe:

