

Designing effective energy poverty policies in municipalities

EU Energy Poverty Observatory Guidance

This Guidance of the EU Energy Poverty Observatory (EPOV) provides information about the design of practical energy poverty policies in municipalities in three steps: (1) shortlist measure, (2) explore measure and (3) define measure.

Pick the most appropriate (mix) of policies from the table below based on two questions:

Area focus: are (energy) poor households concentrated in one neighbourhood of the municipality, or are they spread over the city?

Financial resources: will there be significant financial resources available for higher cost policies?

	Neighbourhood(s)	City
Higher cost	Investment assistance	Information desk
Lower cost	Energy audits	Information campaign

STEP 1

SHORTLIST MEASURE

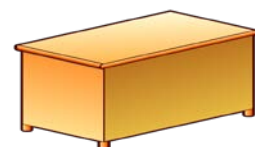
Investment assistance provides financial resources to improve cooling/heating systems, improve building insulation, install renewable energy and/or replace old household appliances.



Energy audits support households with advice by an energy advisor that goes to their home, for example on how to improve energy efficiency and to lower their energy bills.



Information desk sets up a local information point (physical place, phone line and/or website) that provides advice, for example on how to improve energy efficiency and to lower energy bills.



Information campaign distributes information to households through channels such as newspapers or websites, with advice on how to improve energy efficiency and lower energy bills.



["Noun Project house icon"](#) by David / CC BY-SA 4.0
["Wikiversity-Mooc-Icon-Discussion.svg"](#) by rob-nowman / CC BY-SA 3.0
["Desk, front view"](#) by Paul Robinson / GNU LGPL 3.0
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About the EU Energy Poverty Observatory

The EU Energy Poverty Observatory (EPOV) is an initiative by the European Commission to help with efforts to combat energy poverty. It exists to improve the measuring, monitoring and sharing of knowledge and best practice on energy poverty. EPOV has been developed by a consortium of 13 organisations. This guidance was authored by Ecofys, a Navigant company.

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Further explore the shortlisted measure(s) based on two elements:

Target groups: which target groups should the measure focus on?

Stakeholders: who are the potential stakeholders involved?

Target group options	Internal stakeholders	External stakeholders
Social housing	Social department municipality	Housing organization and community organisations
Private housing	Buildings department municipality	Landlords and community organisations
Vulnerable group, such as disabled, chronically diseased, pensioners or low-income households	Social department municipality	Social actors and NGOs that know local problems of specific group, such as social workers and health professionals
Households using specific energy carrier (such as heating oil)	Energy department municipality	Energy suppliers and network operators

STEP 2

EXPLORE MEASURE

Based on the above table, take the following actions:

- **Decide what target group(s) the measure should focus on.** This can be an initial assessment that can later be changed if necessary. The target group can also be a combination of target group options.
- **Discuss with internal stakeholders** in the municipality that might need to be involved, in order to discuss how the measure could be practically implemented in the municipality.
- **Discuss with external stakeholders** that might need to be involved, in order to discuss the most important viewpoints and challenges with regard to the selected measure.

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Define the explored measure(s) based on two connected elements:

Implementation: who will be responsible for implementation?

Funding: how will the measure be funded and financed?

IMPLEMENTATION & FUNDING OPTIONS

- | | |
|---|--|
| <ul style="list-style-type: none">• Local government• Regional government• National government• European Union | <ul style="list-style-type: none">• Business• Energy suppliers• Network operators• NGOs |
|---|--|

There are multiple actors that could support with the implementation and funding of energy poverty policies. These can help to **reduce the financial burden on the municipality**. Some best practice examples of different implementation and funding options are the following:

- **Municipality of Arnhem:** the municipality of Arnhem worked together with the *local energy network operator and local NGOs* to set up an Energy audit program called the [Energy bank](#).
- **Municipality of Gent:** the municipality of Gent worked together with the *local social services* to set up an Investment assistance program called [Dampoort renovates!](#), which uses a 'rolling fund', whereby the home-owner would need to pay back the additional value of the house if it would be sold again.
- **Municipality of Les Mureaux:** the municipality of Les Mureaux worked together with a *local NGO and the national energy agency* to set up an Information desk program and Energy audit program, which also utilised national funds (see [here](#)).
- **Municipality of Rotterdam:** the municipality of Rotterdam worked together with the *local energy supplier and local NGOs* to set up an Energy audit program called the [Energy legion](#).

STEP 3

DEFINE MEASURE

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