

# CLEVER - Consume LESS live better



## Municipality of Parma, Italy



### Collaboration between

Municipality of Parma  
ATES (Agenzia Territoriale per l'Energia e la Sostenibilità di Parma)

### Energy poverty phase

 **Diagnosis**     **Planning**

 **Implementation**

### Intervention type

 **Data analysis**     **Communication and awareness**

 **Capacity building**     **Stakeholders' engagement**

### Professionals involved

Members of local government  
Technicians / Social workers

### Sustainable development goals



Parma (198 236 inhabitants and 93 112 families) is located in the Po Valley, a vast area densely anthropised with very critical air quality. Most of the houses have poor energy quality (60% are in class F and G) and are heated/cooled with fossil fuels, using systems that are not always efficient. 8-10% of families in Parma are among those at risk of energy poverty, taking into account low-income individuals, tenants of public housing, recipients of national/municipal social bonuses.

The most vulnerable citizens (over 65 and foreigners) cover 42% of the total population. There is no estimate for families that currently are facing difficulties, they are not yet identifiable through the income parameter, certainly, their number is growing as witnessed by the welfare associations.

As part of the one-stop-shop (for energy renovation of apartment buildings), which ATES has been managing in the Municipality of Parma since 2020, the city intends to implement a service aimed at citizens affected by energy poverty.

The technical assistance would support tasks related to the setting up of a one-stop-shop (OSS) such as: Identifying specific parameters which, in addition to income; Help to identify the target; Defining methods to map areas or zones that are particularly vulnerable to evaluate possible activities of the OSS helpdesk; Mapping the different stakeholders that offer support to families in energy poverty and identifying ways to collaborate; Strengthening the network's expertise on energy poverty by assisting to define a development model of the current OSS that taking into account the complexity of the city of Parma.