

# Milan, Italy



## RESULTS

1st technical assistance of the Energy Poverty Advisory Hub 2022-2023

DISCOVER EPAH



August 2022 - November 2023



Energy poverty phase: Diagnosis



Topics: Energy poverty diagnosis

The **Municipality of Milan**, in cooperation with the **Agenzia Mobilità Ambiente e Territorio (AMAT)**, initiated technical assistance to improve the effectiveness of the help desk tested by the Milano Inclusiva project.

### Objectives

Originally, the project aimed to refine the structure of the help desk, which in an initial experiment had found it difficult to intercept its proper users. The launch of the consultancy made clear the need to **link the help desk's operations to a broader strategic vision**, capable of activating an eco-systemic action, inside and outside the public administration.

### Activities & Outcomes

In the energy poverty analysis phase, work based on collective intelligence mechanisms was chosen. Thus, stakeholders deemed strategic were involved in workshops facilitated with tools based on the futures & foresight approach. After mapping the strategies affected by the issue of energy poverty, work was done to build a **shared long-term vision** and the elaboration of a future-proof action plan, which would provide guidelines for the help desk 2.0.



The municipality took the leap and focused not only on energy vulnerability but also on taking anticipatory action to create energy welfare.



### Future

The municipality has started an internal process to build a strategy, which incorporates the findings of the process supported by EPAH. In parallel, it intends to carry out a **mapping of the territory** to identify entities, active in areas and towards subjects considered strategic, with which to build an experiment useful for implementing help desk 2.0.



Comune di Milano