

Milan Municipality

Technical assistance EPAH 1 and EPAH 2

EPAH Conference

Barcelona, 15 October 2024



Comune di
Milano

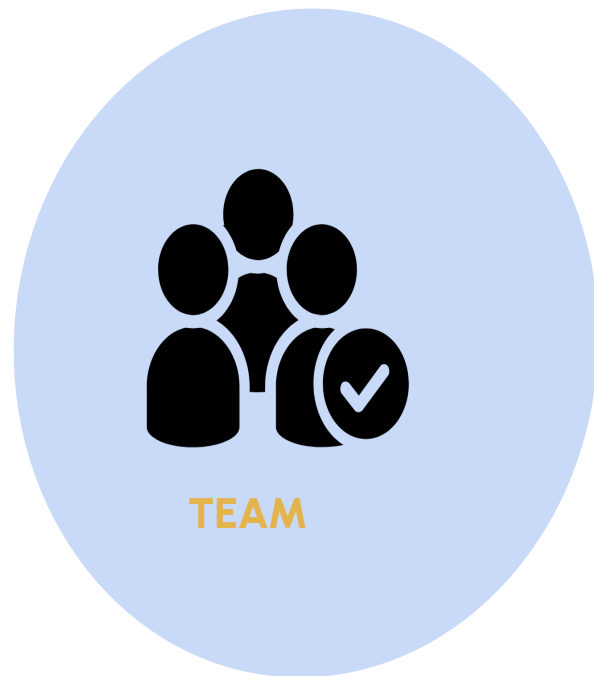


AGENZIA
MOBILITÀ
AMBIENTE
TERRITORIO

Energy welfare and ecosystem alliances

Milan, Italy

Azzurra Spirito Governance, Policy and Strategy Designer for Milan Municipality and AMT



Energy Poverty and Precariousness team

Milan is appointed a working group which brings together different directorates and areas of Milan Municipality;

- **Air and Climate**
- **Welfare and health**
- **Social housing**

And external participants from:

- **Environmental Transition of AMAT** (Milan environmental agency),
- **C40 Milan**, providing the Project Manager
- **EPAH technical expert (Azzurra Spirito)**

Team

MILAN MUNICIPALITY

Directorate of Green Environment (Angelo Pascale):

Giuseppina Sordi: Head of Energy and Climate

Elena Cremascoli: P.O. grid and energy resources unit

Directorate of Housing (Massimo Marzolla):

Achille Rossi: Management of Social Housing Direttore Area

Anna Lanfranconi: Social Housing General Affairs and Controls Unit

Diletta Fedele: Residential Development and Efficiency Enhancement Unit

Directorate of Welfare and Health (Michele Petrelli):

Guido Acquaviva: Staff Manager

Support

Directorate of Green Environment (Angelo Pascale):

Ilaria Giuliani: Urban Resilience Project Director

Caterina Vetrugno: Consultant

Federico Manca: Consultant

Direzione Generale :

Vittoria Beria: Direttore Area Relazioni Internazionali

Isabel Riboldi: Unità Relazioni e Cooperazione tra Città

AMAT [Agency for Mobility, Environment, Territory]

Manuela Ojan: Head of Environmental Transition

Roberto Caponio: Consultant

Claudio Masciadri: Consultant

EXTERNAL CONSULTANT

Lorenzo De Vidovich: Project Manager C40 Cities

Azzurra Spirito: Energy Poverty Advisory Hub Expert



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To get an idea of the context

Where we are now

What we discovered

What nexts



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A GENZIA
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To get an idea of the context

Milan, Italy

Azzurra Spirito Governance, Policy and Strategy Designer for Milan Municipality and AMAT

Milan | Context highlights

Climate

Rising temperatures in summer and winter, with heat waves

(11 days with temperatures over 35 degrees this summer, warmest winter 2023 in the last 127 years)

Rainfall concentrated in intense phenomena with periods without rain

(130 milliliters of 175 in February, concentrated in 4 days)

Facilities

Free market for gas and electricity from July 2024

(From this year energy switches from the protected market to the free market, except for users with vulnerability requirements set by the Authority)

Socio-economic aspects

Minimum expenditure basket of 1175 EUR per month

Increase of the working poor, also in the middle class



Image source:
Wikipedia



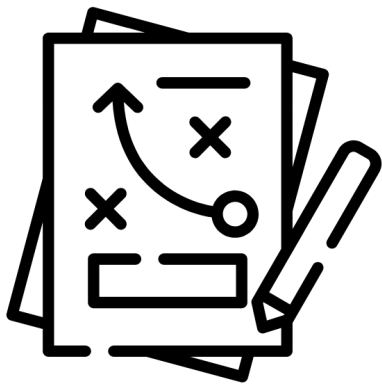
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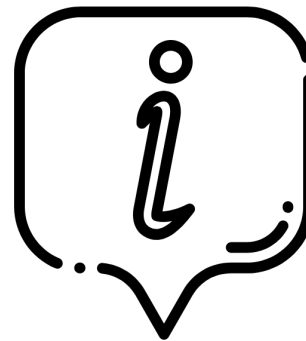
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Where we are now

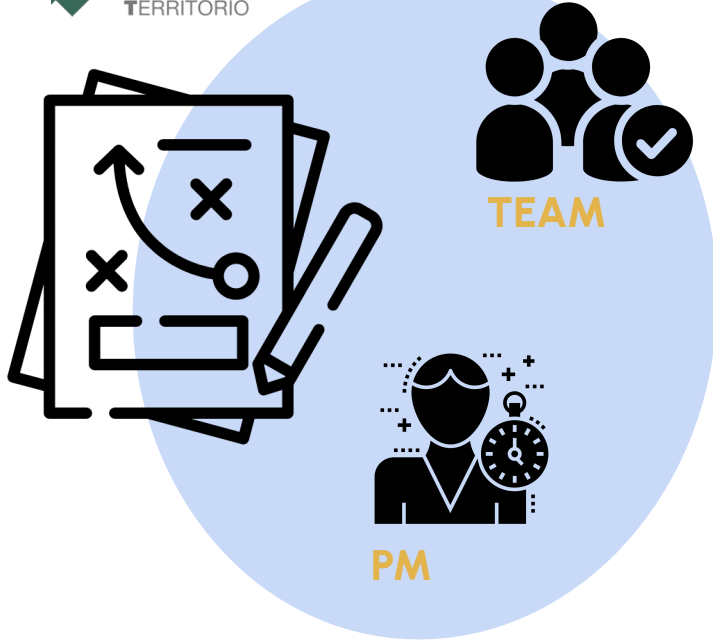
Milan, Italy



Plan to tackle
Energy Poverty and
Precariousness

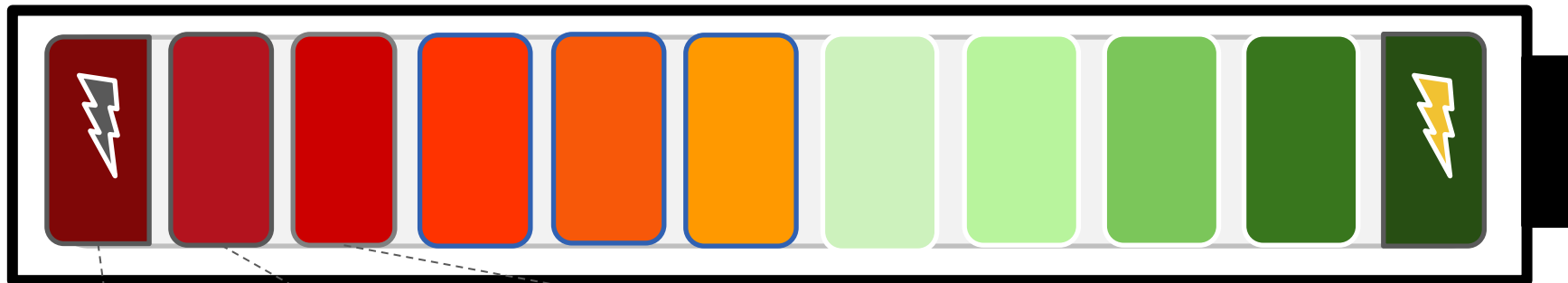


Energy
Helpdesk



Plan to tackle Energy Poverty and Precariousness

Energy poverty

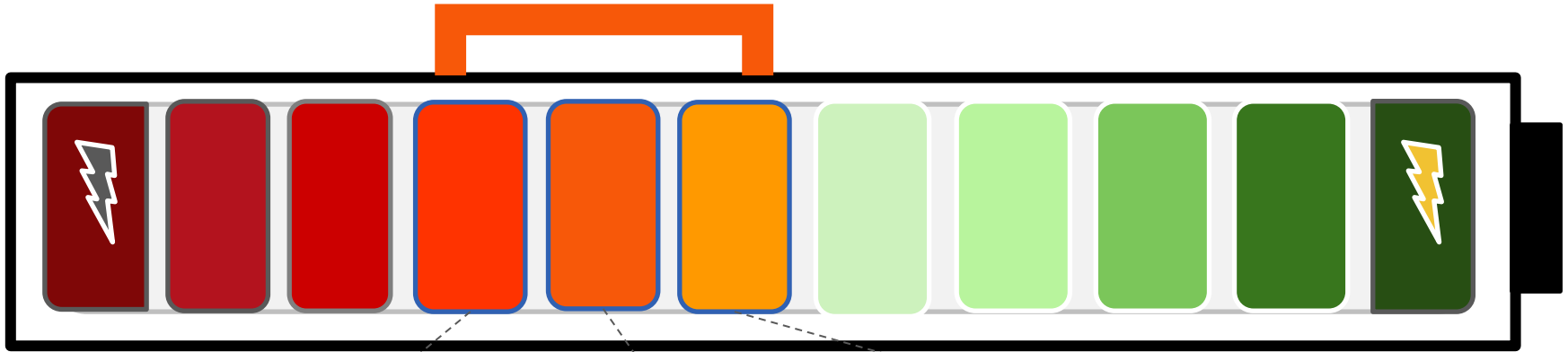


Absence
of
utilities

Forced
disconnection
of utilities

No use of one or more
necessary household
appliances to avoid
arrears

Energy vulnerability

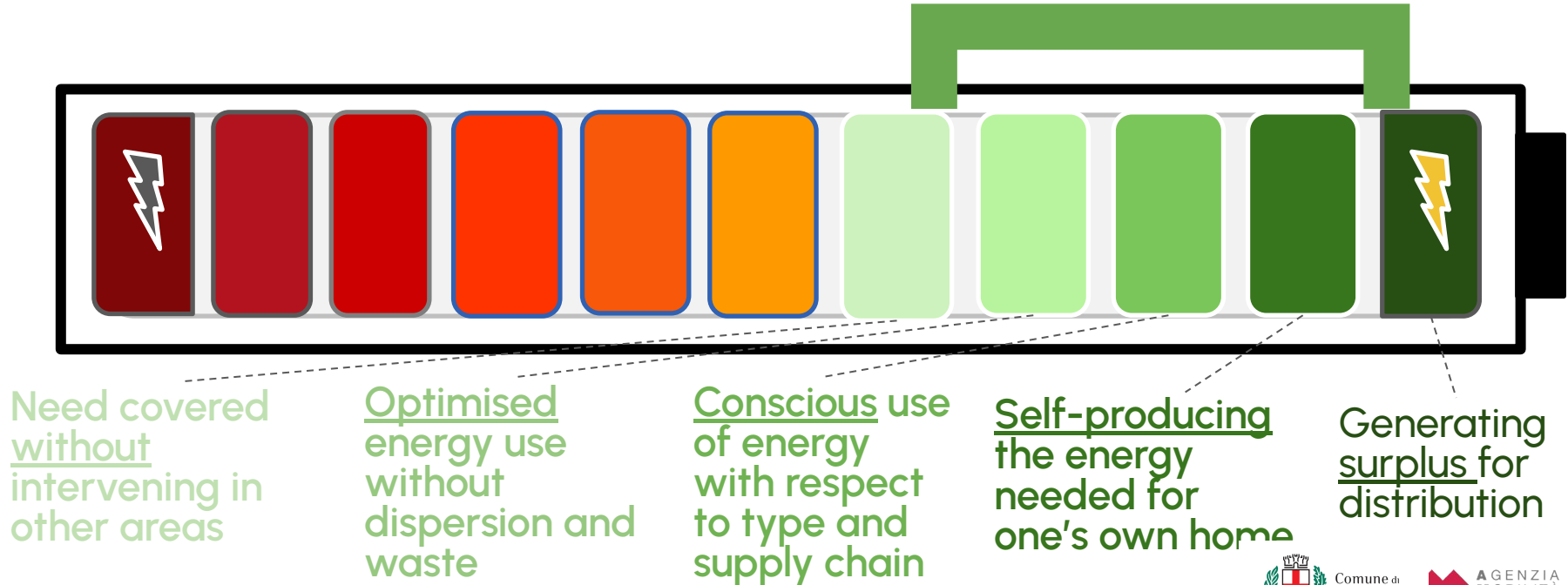


Structural
default in the
payment of
bills

Occasional
default in the
payment of
bills

Excessive burden of
utilities such that other
expenses are squeezed
out

Energy welfare

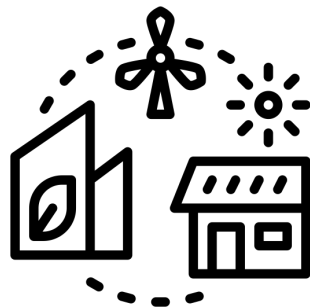


Visual elaboration by Azzurra Spirito of the outcomes of the EPAH 1 workshop

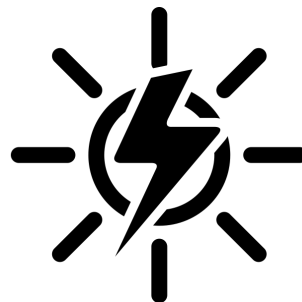
RELIEF



RETROFIT

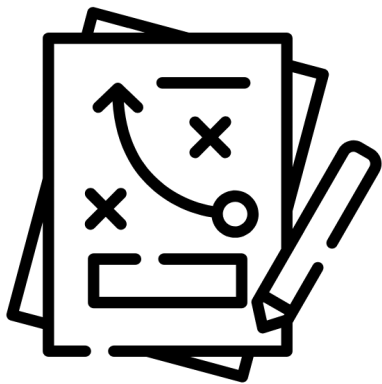


RENEWABLES

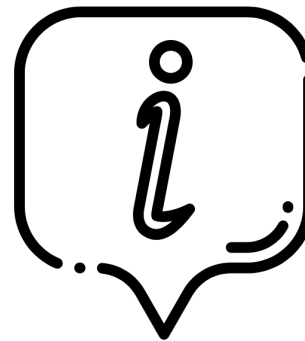


TRANSVERSAL
ACTION

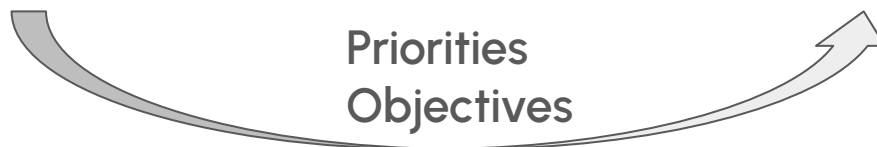




Plan to tackle
Energy Poverty and
Precariousness



Energy
Helpdesk



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ENERGY DESK
of the Milan Municipality
managed by AMAT



Heating System desk

*dedicated to maintainers,
administrators, property
managers, citizens*

**Decarbonisation &
Energy transition desk**

OneStopShop
*dedicated to citizens, property
managers, SMEs*

Energy helpdesk
for vulnerable citizen



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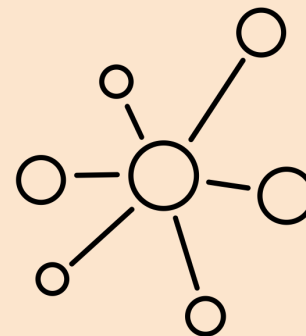
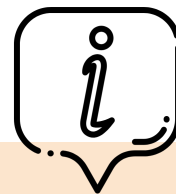




Headquarter



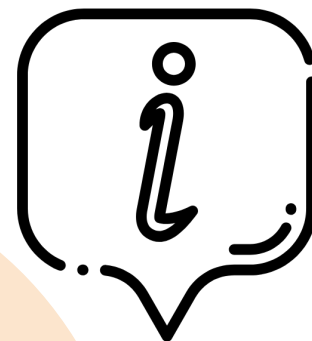
Digital space



Travelling venues



Coordinator



Energy
Helpdesk



Helpdesk
manager(s)



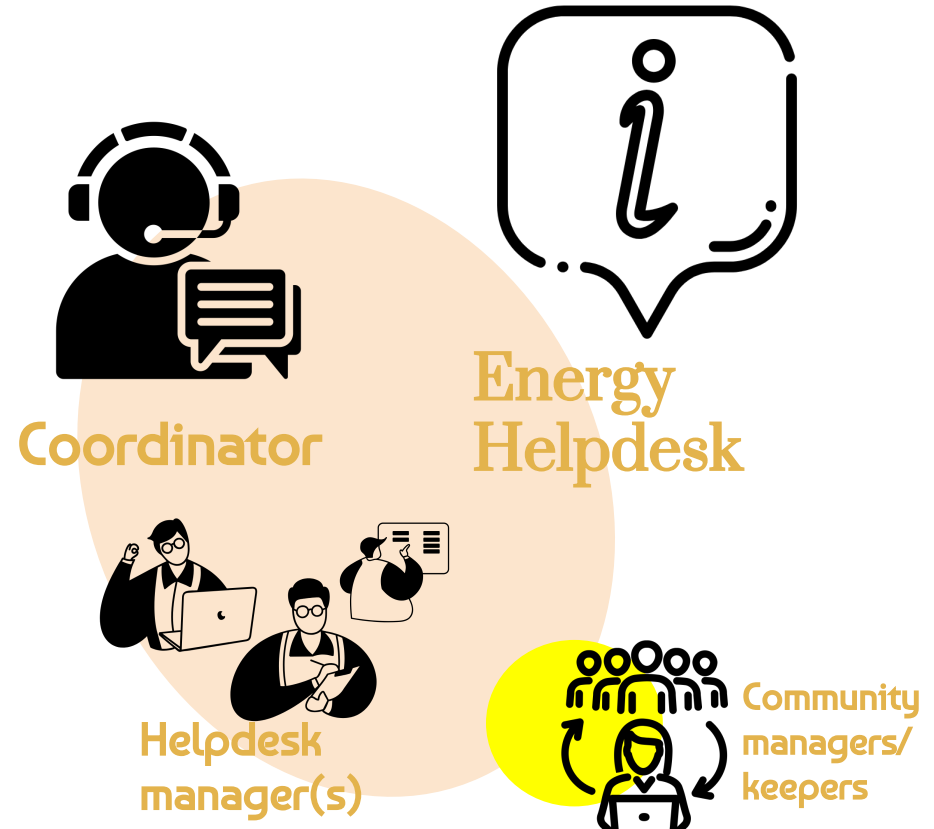
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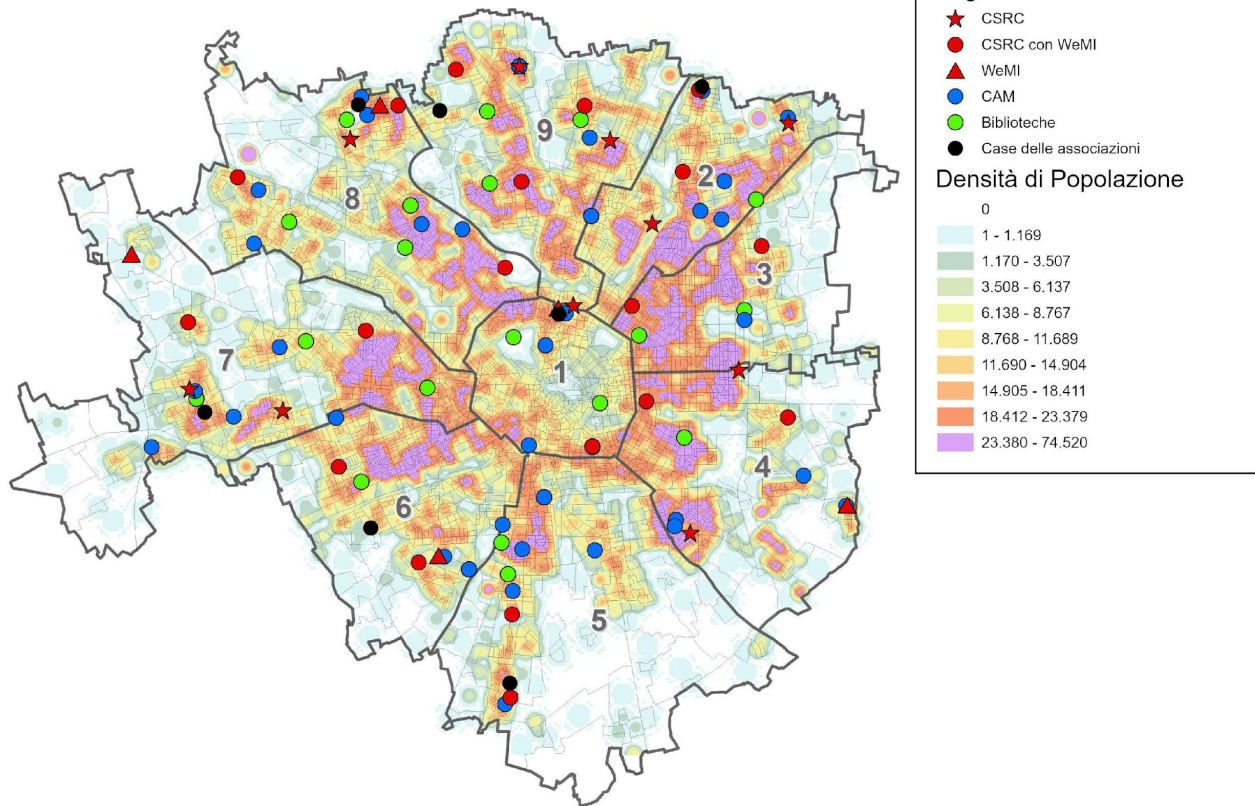
An initial experiment conducted as part of the "Milano Inclusiva" (Inclusive Milan) project showed the difficulty of engaging citizens without widespread action across the territory.

For this reason, we analysed the **networks** present on the field to understand with which to create an alliance in tackling energy poverty and precariousness.



The Municipality agreed to prioritize **social housing** as a strategic target (KPIs are still under research)

In order to achieve this objective, the help desk activities were put in dialogue with the services of the so-called **Social Keepers**, a third sector service that supports social housing residents in various aspects (from handling bureaucracy to community building).



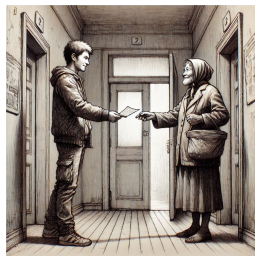
Visual elaboration by Roberto Caponio



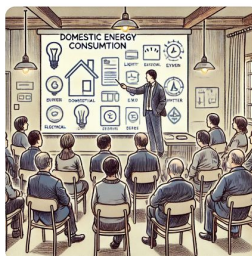
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1. ENGAGE



2. PRESENT



3. ANALYZE



4. MEASURE



5. EVALUATE



6. PROVE



7. ENABLE



Help desk accompaniment process illustrated using Chat GPT 4.0 AI



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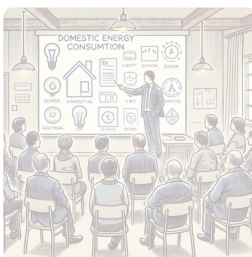
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1. ENGAGE



Identification
of **people** to
be involved in
the pathway

2. PRESENT



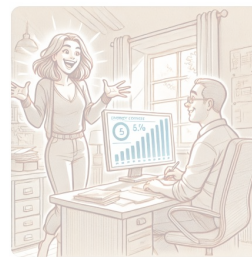
3. ANALYZE



4. MEASURE



5. EVALUATE



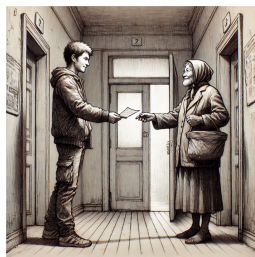
6. PROVE



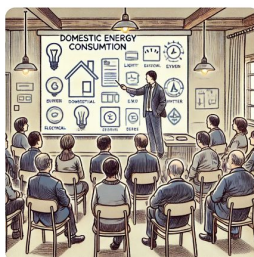
7. ENABLE



1. ENGAGE



2. PRESENT



Introduction to
basic concepts
and sharing of a
tool for
self-assessment:
the **energy diary**

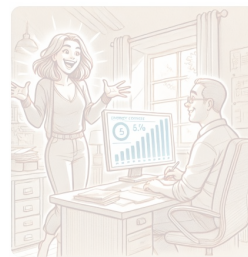
3. ANALYZE



4. MEASURE



5. EVALUATE



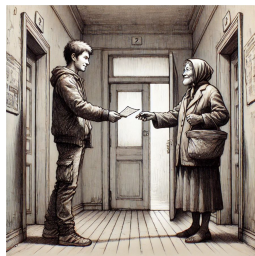
6. PROVE



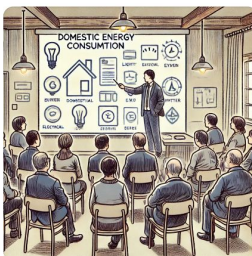
7. ENABLE



1. ENGAGE



2. PRESENT



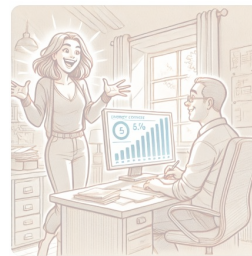
3. ANALYZE



4. MEASURE



5. EVALUATE



6. PROVE

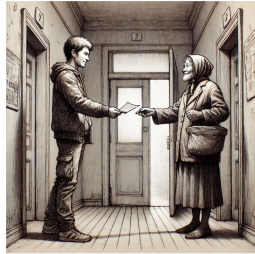


7. ENABLE

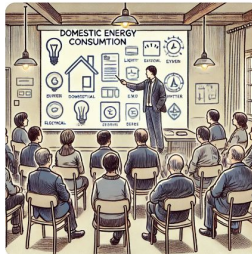


Based on information shared through the diary, the help desk manager checks the energy bills and any anomalies to identify **actions and behavioural changes needed**

1.ENGAGE



2.PRESENT



3. ANALYZE



4. MEASURE



5. EVALUATE



6. PROVE

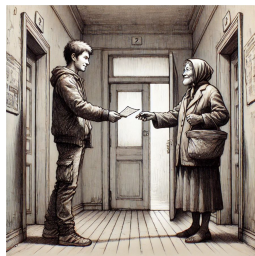


7. ENABLE

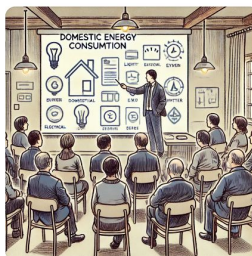


Detecting actual
energy **consumption**
through smart meters

1. ENGAGE



2. PRESENT



3. ANALYZE



4. MEASURE



5. EVALUATE



6. PROVE

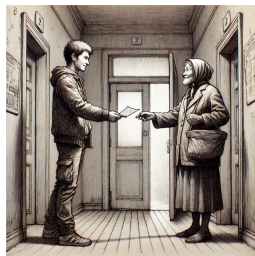


7. ENABLE

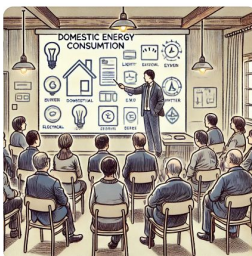


One-month
verification of
changes in user
behaviour

1. ENGAGE



2. PRESENT



3. ANALYZE



4. MEASURE



5. EVALUATE



6. PROVE

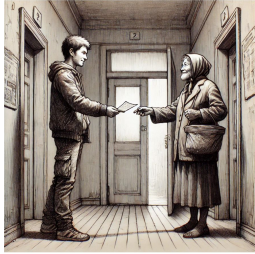


7. ENABLE

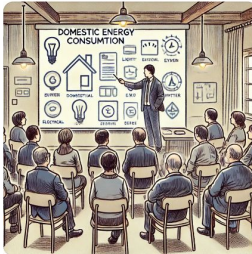


Check after two months for any changes in the energy bill

1. ENGAGE



2. PRESENT



3. ANALYZE



4. MEASURE



5. EVALUATE



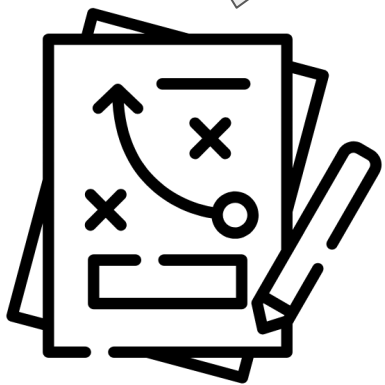
6. PROVE



7. ENABLE

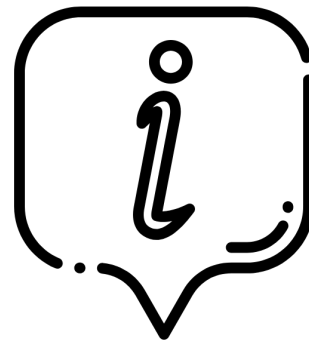


Empowering the people engaged in the process so that they stimulate other tenants and contribute to building a community capable of generating energy welfare



Plan to tackle
Energy Poverty and
Precariousness

Small data
Emerging needs



Energy
Helpdesk

What we discovered

Milan, Italy

Engaged reference persons on the field

This aspect is crucial to establish trust with users who have to share personal and sensitive information, and also to support the ongoing behavioural changing process.



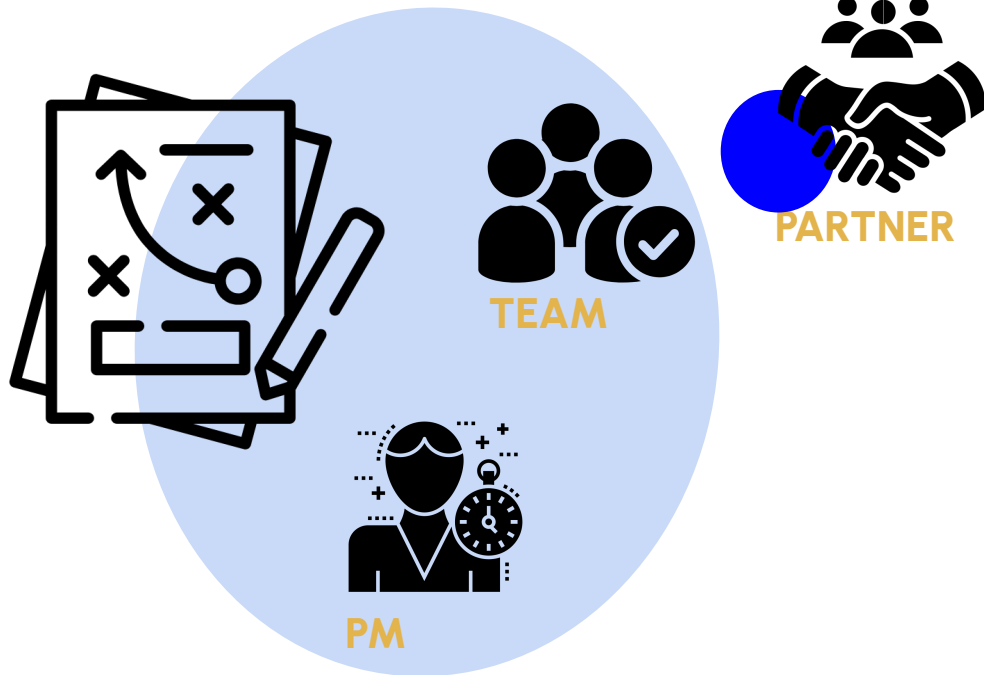
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What nexts

Milan, Italy



Plan to tackle Energy Poverty and Precariousness

Credits



Created by **Mapps** from Noun Project



Created by **auttapol** from Noun Project



Created by **ProSymbols** from Noun Project



Created by **kimmerry craft** from Noun Project



Created by **parnowowo** from Noun Project



Created by **maurizio fusillo** from Noun Project



Created by **Soetarman Atmodjo** from Noun Project



Created by **nuricon** from Noun Project



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Credits



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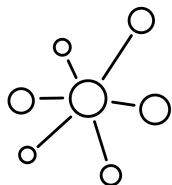
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Created by **Zach Hainsworth** from Noun Project



Created by **SITI NURHAYATI** from Noun Project



Created by **Fran Cuto** from Noun Project



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Thank you!

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