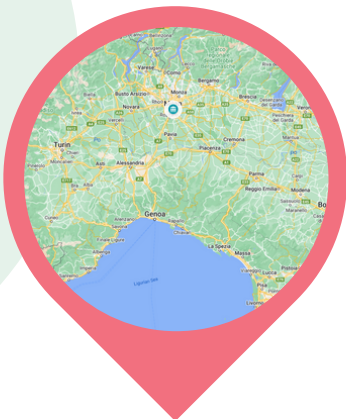


# Milan Italy



## RESULTS

2nd technical assistance of the  
Energy Poverty Advisory Hub  
2023-2024

The Municipality of Milan is addressing energy vulnerability and promoting energy welfare by equipping public officers and volunteers with knowledge and resources. A co-designed plan, involving various city departments, is nearing completion. Citizen participation will be facilitated through the One-Stop-Shop helpdesk. Additionally, Milan has launched a Renewable and Solidarity Energy Community to enable energy production and sharing, with profits from excess energy sales funding local social projects.

### Objectives

The strategic objectives were:

- assessing the effectiveness of the activities carried out by the **helpdesk**
- Identifying **strategic allies** on the ground to facilitate the engagement and accompaniment of beneficiaries
- structuring a **new action model** to achieve strategic goals and improve over time.

### Activities & Outcomes

The expert supported the local government's staff to analyse the current **helpdesk** and **redesign the model** towards a community-oriented and territory-led approach. The engagement with the managers of the service and the local actors has been key to identify the best area of intervention. The analysis resulted **prioritising** actions focused on social housing. Two pilots were defined to test the model's effectiveness and to get additional insight for the optimisation of the service. Based on the information collected **mapping the territory** and from the test experiments a finalisation of the new service has been proposed to be implemented.

Involving territorial players showed the importance of an ongoing proximity relationship to really enable a transformation

### Challenge

To meet the objectives identified in the plan, it will be crucial to **establish the most effective territorial networks** and adapt **co-creation** processes accordingly. The timeline for achieving these goals will depend on the resources mobilised.

DISCOVER EPAH



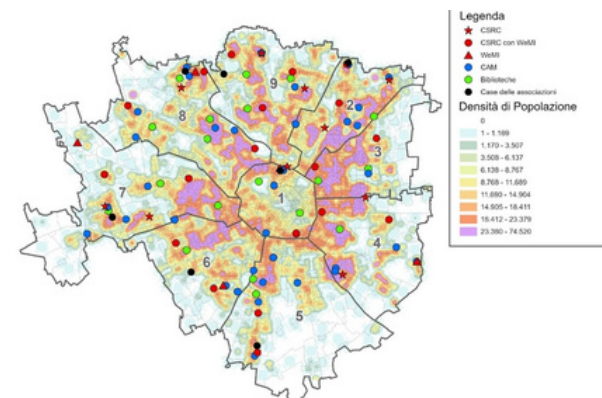
September 2023 - June 2024



**Energy poverty phase:**  
Implementation



**Topics:** Helpdesk, stakeholder engagement



### Dalla povertà energetica al benessere energetico

La **povertà energetica** è generalmente intesa come la difficoltà ad acquistare un paniere minimo di beni e servizi energetici oppure come la condizione per cui l'accesso ai servizi energetici implica una distorsione di risorse (in termini di relazione fra spesa e reddito) superiore a quanto ritenuto socialmente accettabile. Essa generalmente deriva da una combinazione fra basso reddito, alto costo energetico e bassa efficienza energetica delle abitazioni. Questo comporta che ai nuclei in povertà assoluta, che risultano in povertà energetica, si possono aggiungere coloro che vivono in condizione di fragilità economica, culturale e/o relazionale e che, anche a causa di eventi improvvisi (quali il rialzo dei prezzi dell'energia, ma anche eventi personali avversi), per esempio, si trovano nella condizione di non riuscire più a pagare in tempo le bollette energetiche, scorgono di ridurre il comfort abitativo a causa dello sforzo che sarebbe necessario per mantenerlo invariato, non hanno accesso agli strumenti per adattare la propria abitazione al fine di diminuire la dispersione e i consumi e non hanno certezza di come apportare modifiche al proprio stile di vita in materia di efficienza energetica e scelta dei fornitori di energia (**precarità energetica**).



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