# 6 practical steps to implementing energy poverty mitigation actions – Energy Poverty Advisory Hub learning guide

Welcome to the final phase of addressing energy poverty—where plans become actions. This learning guide helps you move beyond diagnosis and planning to implement energy poverty mitigation measures that are ready to be put into practice. Now is the moment to turn your goals into concrete results.

With practical steps for transforming the *Local Social Climate Plan* into a concrete action plan, this guide ensures that social considerations are taken into account in climate strategies. It offers a clear six-step framework to help municipalities tackle local energy poverty challenges with tailored solutions.

YOUR JOURNEY STARTS HERE
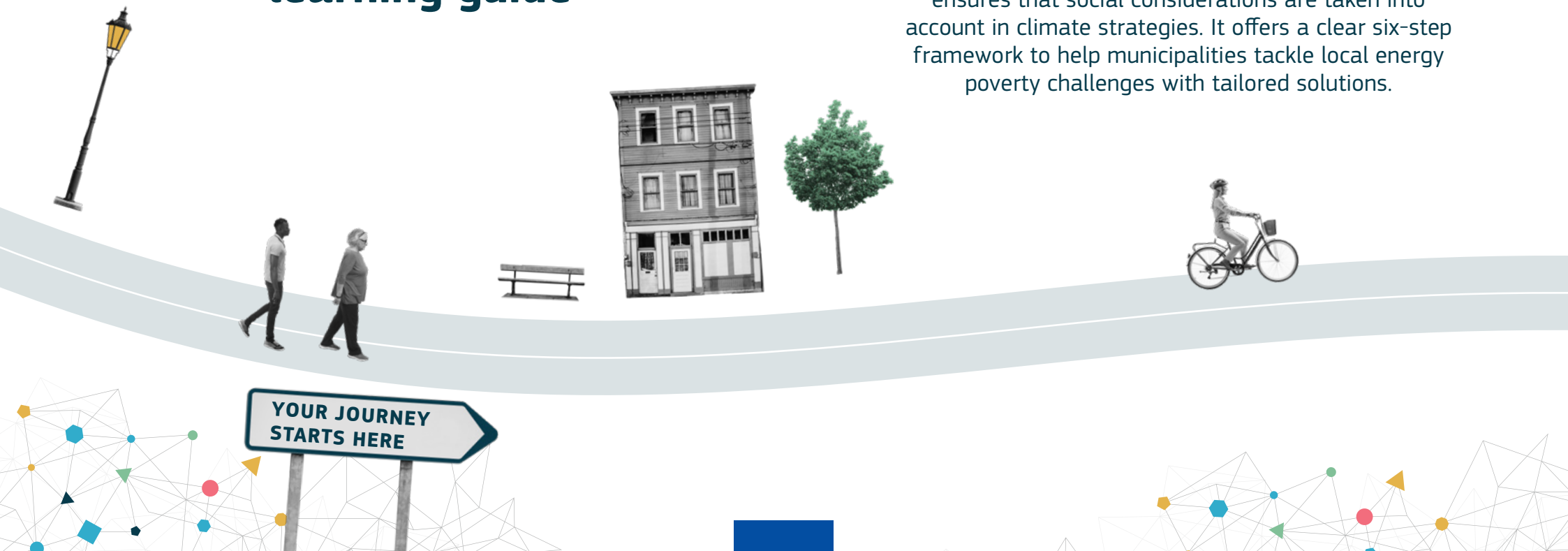
Setting the Course Forward

Step 1: Taking Stock of the Findings from the Diagnosis and Planning Process

By revisiting and updating key findings from the diagnosis and planning phases, we ensure that implementation efforts are well-informed and aligned with your municipal objectives. Delays may occur due to elections or legislative changes, so it's important to review the Energy Poverty Diagnosis Report and Local Social Climate Plan before proceeding. The goal is to ensure all updates, such as new policies or political shifts, are incorporated and aligned with the current objectives. Engaging the working group we ensure that all members, especially new staff, are informed and prepared to move forward. Documentation helps track any changes made.

Sep 2029

Task #1

Task #3

May 2025

Task #2

Task #5

Task #4

Step 2: Developing the Operational Plan

It is essential to develop a comprehensive action plan within a set timeframe. The plan must break down the overall strategy into manageable tasks, specifying responsibilities, timeframes, and resources. There are two main approaches to define all tasks a) chronological: progressing from start to finish and 2) backwards: starting from the final goal and working backwards to determine the necessary tasks. A combination of both approaches creates a more robust plan, minimizing delays. Additionally, profiling vulnerable households allows for targeted actions, such as adjusting local service hours to better meet their needs.

Step 4: Establishing a Monitoring Plan

The monitoring plan tracks project progress through performance indicators and timelines. It shall include energy poverty indicators (identified during the diagnosis and planning phase) like the number of homes renovated for vulnerable consumers, along with key performance indicators (KPIs) for internal progress. Data collection methods, responsible actors, and resources must be defined. Regular involvement with beneficiaries and stakeholders ensures transparency, and accountability. If certain indicators fall behind, early detection will allow for timely corrective actions.

Step 3: Designing a Financial Plan

The financial plan outlines the type of expenditure that can occur and when it is expected to be due for each task and subtask. It includes estimating Capital Expenditures (CAPEX) for one-time investments like solar panels infrastructure and Operational Expenditures (OPEX) for ongoing costs like salaries and maintenance. This plan ensures the availability of funds throughout the project, avoiding interruptions. Collaboration with the financial department helps identify if there is the need of external funding. The financial plan also assesses potential risks like market changes and accounts for these to ensure smooth implementation.

Step 5: Applying the Energy Poverty Lens

This step provides additional insights to ensure that the needs of vulnerable consumers are addressed through the specific actions described below:

▶ **Awareness campaigns:** Targeted campaigns to inform vulnerable groups about energy efficiency and services. They must have clear achievable objectives, be tailored to the audience, with simple, clear messaging in suitable formats, such as digital campaigns for younger audiences and in-person approaches for the elderly.
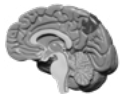
▶ **Behavioural change activities:** Understanding and promoting replication of positive and effective behaviors is key to engage vulnerable consumers. Different nudging approaches can be tested before scaling up to ensure their effectiveness for the target group. Due to the high sensitivity of the approach, it is appropriate to deploy specific expertise.

▶ **One-stop shops:** Offering comprehensive support services for vulnerable households, including energy advice, understanding of utility bills and renovation support schemes to name a few. To be effective, they must be accessible and user-friendly, with extended hours and multilingual support as needed.

▶ **Inclusive energy communities:** Empowering citizens by supporting initiatives like community-owned energy projects, which reduce bills and create green jobs. Municipalities play a vital role by supporting these initiatives, especially for vulnerable households, through financial backing, capacity building, and administrative support. By involving vulnerable consumers early, municipalities ensure inclusive, affordable energy solutions, fostering transparency and maximising local community benefits.
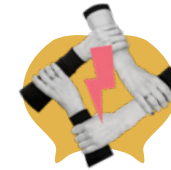
▶ **Home renovation and energy efficiency improvements:** Addressing poor energy efficiency in buildings, especially for households unable to afford renovations. High housing costs, limited public housing, and a lack of technical knowledge exacerbate the issue. Local governments face challenges in addressing private housing renovations but must consider the legal, financial, and social impacts on energy-poor tenants and homeowners when promoting energy-efficient solutions.

▶ **Incentive regulations and financial measures:** Offering tailored financial programs like subsidies grants,or low-interest loans e to help vulnerable households, ensuring they are accessible and easy to understand (e.g. application process).

▶ **Others:** New innovative approaches are tested. The key is to keep the target group at the center of the picture.

Revisit and Renew

Step 6: Evaluating the Impact

Evaluating the impact of the actions is key to understand the long-term effectiveness and replication. The assessment shall look at the overall outcomes for vulnerable households, such as energy savings and improved living conditions, and gathers feedback from stakeholders. The evaluation is based on data collected throughout the three phases and compares the results with the original analysis. Involving external evaluators can add impartial insights, ensuring transparency. This process allows for refining strategies and better planning for future projects.