

## Citizen views on policy needs for energy poverty alleviation

In order to effectively address the problem of energy poverty, it is of utmost **importance** for the project consortium to **understand citizens' views on the policy needs to tackle energy poverty**. Therefore, a series of interviews with both **affected citizens and stakeholders organisations** working with energy poor households have been conducted in the seven focal countries. The following report presents an **analysis of the interviews** in order to **identify expressed citizen experiences** with **institutional support** and their experienced needs for support.

The analysis shows that in addition to the policy needs related to the structural causes of energy poverty, several needs were expressed in terms of **support from intermediary organisations to address energy poverty**. The findings point to the importance of intermediary organisations as they are better placed than institutional actors to provide **tailored advice and support** and to build a **personal relationship**. Strengthening social resilience is once again at the forefront.

### Needs for policy measures or support according to the citizen interviews:

- Direct financial support: heating subsidies for those who are not currently eligible, or an extension to the summer period.
- Financial support for upgrading heating systems, insulation, repairs and solar panels;
- National regulations requiring landlords to improve the energy efficiency and quality of housing.
- Support to reduce energy bills (e.g. behaviour change advice) and provide information on energy consumption of electrical appliances or switching energy suppliers.
- Support to prevent and tackle over-indebtedness and avoid electricity disconnections.

### Policy changes required according to the stakeholders interviews:

- Need to educate households and especially young people about energy consumption.
- Need to sensitise people to the importance of energy efficiency.
- Decentralised organisation of housing improvement programmes.
- Offering financial support in form of funds and loans.
- Providing legal status of illegal forms of housing to guarantee eligibility for welfare measures.
- Need for Covid-19 support policies to support the poorest, who currently receive only standard compensation.



Please find the full report at:

[www.energymeasures.eu](http://www.energymeasures.eu) (<https://rb.gy/lpn9yt>) or [Zenodo](https://zenodo.org/record/10000000) (<https://rb.gy/z6veom>).

**Lead beneficiary:** DuneWorks BV

**Contributing beneficiaries:** University College Cork, Energy Action, Gemeente Eindhoven et al.

## About the EnergyMeasures Project

Between **50 and 125 million people** in the EU are at **risk of energy poverty**. Tackling this problem requires a variety of strategies that include the active participation and involvement of those affected.

The **EnergyMeasures project aims to tackle energy poverty** in seven European countries (BE, BG, IE, MK, NL, PL, UK) through a combination of **direct household involvement** and the inclusion of **innovative policy and practical measures**.

For more information, please visit [www.energymeasures.eu](http://www.energymeasures.eu).

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