



Fair Energy Transition for All

Final Recommendations



National Report of Italy

Results of dialogues about energy transition with vulnerable citizens and experts

September 2022

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Disclaimer

This national report is part of the project “Fair Energy Transition for All (FETA)”. FETA is based on focus group research conducted in nine countries in Europe - Belgium, Bulgaria, Denmark, Germany, Spain, France, Italy, the Netherlands, and Poland. FETA is supported by a consortium of Foundations composed of the Fondazione Cariplo, the Deutsche Bundesstiftung Umwelt, the IKEA Foundation, the King Baudouin Foundation, Stiftung Mercator, the Network of European Foundations and the Open Society Foundations. The project is spearheaded by the King Baudouin Foundation and operationalized by ifok, Climate Outreach, the European Policy Centre, and facilitators and policy experts in participating countries. National partners in FETA are Atanor and Levuur, ENEFFECT, Danish Board of Technology (DBT), Fondazione Giannino Bassetti, ifok, Museo Nazionale della Scienza e della Tecnologia Leonardo da Vinci, Berenschot and the University of Groningen, Missions Publiques, Polish Foundation for Energy Efficiency (FEWE), Instituto Sindical de Trabajo, Ambiente y Salud (ISTAS).

If you are interested in a synthesis publication of all countries and further information on the project and the methodology please check FETA’s website: <https://fair-energy-transition.eu/what-vulnerable-people-have-to-say/>.

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Fondazione Giannino Bassetti (FGB) is an Italian civil society organisation (Cso) based in Milan, promoting responsibility in innovation within the technosciences, entrepreneurship, and governance since almost 30 years. FGB regularly deals with stakeholder and citizen engagement activities, acting as a neutral and reliable space in which dialogue on science and innovation, including the debate on sustainability and energy-related issues, can flourish. FGB is currently coordinator or key partner in several EU-funded projects (Coordinator of [TRANSFORM](#) H2020; Deputy Coordinator of [MOSAIC](#), H2020; Responsible Research and Innovation partner in [ENLIGHT](#), H2020). FGB design and implement a wide spectrum of participatory approaches, from public deliberation in policy making (Consensus Conference, Citizens' Jury, etc.) to co-creation methodologies. FGB team delivers training for R&I stakeholders on responsible research and innovation and citizens engagement principles and practices.

In FETA – Fair Energy Transition for All FGB is policy partner for Italy.

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Museo Nazionale della Scienza e della Tecnologia Leonardo da Vinci (MUST), founded in 1953 in Milan, is the largest science and technology museum in Italy and one of the four major ones in Europe. Extending over 50,000 square meters and attracting more than 530,000 visitors a year, it has a collection of 15.000 historical objects displayed in permanent exhibitions and 14 interactive Labs, experimental learning spaces inviting visitors to engage directly with science and technology through experiments and hands-on activities. The Museum has the overall aim to help develop "scientific citizenship" to support the understanding of the implications and interactions of science and technology in our daily lives and their connections with other fields of knowledge and society. MUST works to actively involve citizens in the construction of a scientific citizenship; to raise awareness among stakeholders on important issues; to educate new generations in STEM fields (Science, Technology, Engineering, Mathematics) making use of innovative methodologies; to develop public engagement programs to foster a direct relationship between citizens and the scientific community. MUST has a long experience in managing and participating in European projects since 2004, with the Socrates SMEC project, and more recently with ENGINEER, VOICES, HYPATIA, TINKERING and SOCKETS.

In FETA – Fair Energy Transition for All, the Museum is facilitation partner for Italy.

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Executive Summary

This report presents the results of the *Fair Energy Transition for All* - FETA project as implemented in Italy in 2021 and 2022.

The objective of the project was the elaboration of recommendations intended both for decision-makers operating at national level and for European decision-makers to render energy transition policies fairer and more inclusive. The policy recommendations have been drafted by selected groups of experts in the sector of energy poverty and energy transition, relying on the results emerged from conversations with vulnerable groups of citizens so that their voices have been placed at the center of the entire process. In each of the 9 European countries involved, the FETA project was designed in 4 phases (see below).

In Italy the project was implemented by Museo Nazionale della Scienza e della Tecnologia as Facilitation Partner and Fondazione Giannino Bassetti as Policy Partner.

Phase 1: Citizen involvement activities through ten focus groups conducted on a national scale (autumn 2021) – Citizens' engagement phase I

10 focus groups were conducted by Museo Nazionale della Scienza e della Tecnologia Leonardo da Vinci as Italian Facilitation partner within the FETA project.

The focus groups involved 125 participants, distributed in groups of 10-15 people in 10 meetings organised in the city of Milan, in the Piceno area of the Marche region, and in the city of Bari. Within these geographical areas, local realities such as centres and neighbourhoods with peculiar characteristics, were considered to capture a broad spectrum of voices and experiences within the common category of 'vulnerable citizens'.

Phase 2: Involvement of experts in multi-stakeholder workshops for the elaboration of suggestions for policy makers towards the just transition based on the outputs emerging from the discussion with citizens (February and March 2022)

Fondazione Giannino Bassetti has mapped the experts in energy poverty from CSOs, Academia, PA, and Private Sector and then has invited a balance team of experts. The recruiting process was very successful: the response and participation rates were close to 100%. The final group was composed by 15 experts in energy poverty from different backgrounds and angles (social, economic, techno-scientific, legal, etc.).

The experts' recommendations elaborated in two meetings coordinated by Fondazione Giannino Bassetti are:



1. Domestic Energy Tutor

Introduction of a domestic energy tutor to provide support for domestic energy savings (including information on accessing incentives for energy efficiency, information on replacing appliances for lower energy consumption, etc.).

1. Multidimensional Indicators for Energy Poverty

To provide effective responses to the needs of the most vulnerable groups in the field of energy, it is necessary to have new multidimensional indicators capable of providing a timely picture of energy poverty situations.

2. National Coordination Structure for Mobility

To foster a fair approach to mobility transition, the introduction of a national coordination structure to plan and organize the mobility system is a priority.

3. Access to Mobility Data

To provide more effective responses to public mobility demand, including that of the most disadvantaged groups, it is necessary to ensure that the competent public authorities have access to data on transit flows.

Phase 3: The FETA Fair Energy Forum in Italy (June 18th 2022, Milan) - Citizens' engagement phase II

The Fair Energy Forum (FEF) was coordinated by Museo Nazionale della Scienza e della Tecnologia Leonardo da Vinci with the participation of Fondazione Giannino Bassetti and was held in person at Museo premises.

The FEF involved a group of 18 citizens who participated in the ten focus groups (held in autumn 2021) to discuss the recommendations elaborated by experts and prioritize them. The vote of the participants ended with two *ex aequo*: 12 votes for both recommendations on housing, 6 votes for both recommendations on transport. Although the prioritisation revealed that the housing recommendations were found more urgent and important, overall, all four recommendations were considered relevant and appropriate by the participants, insofar as they look at all categories of citizens, even those who are normally on the margins of society.

Phase 4: Dissemination event (Autumn 2022)

A final event to disseminate the FETA project results in Italy will be organized in Milan by Fondazione Giannino Bassetti (Autumn 2022). Aim of the event is to maximise the impact of the project's results by delivering the recommendations to key target groups: decision makers (regional and national level) and other relevant stakeholders and experts from CSOs, academia and private sector.



Overview

Launched in 2019, the FETA project involves more than 1,000 citizens and 200 experts from 9 European countries (Italy, France, Belgium, Germany, Spain, The Netherlands, Denmark, Poland, and Bulgaria) to help design national and European policies that guarantee a just, equitable and inclusive energy transition. Faced with the need to find strategies and solutions to respond effectively to climate change, it has become evident that there cannot be an energy transition without a broad involvement of society.

Overall, the project is implemented through a double track, national and European: the work carried out at national level by the various partners of FETA has a counterpart on a European level. The results obtained in the 9 countries involved in the project will be used to design policies for a fair and inclusive energy transition also at the European level.

In each country involved, the FETA project is designed in 4 phases. In Italy the project was implemented as described below.

1) Citizen involvement activities through ten focus groups conducted on a national scale (autumn 2021) - Citizen Involvement Phase¹

In Italy the focus groups were conducted by **Museo Nazionale della Scienza e della Tecnologia Leonardo da Vinci** as Italian Facilitation partner within the FETA project.

The focus groups involved 125 participants, distributed in groups of 10-15 people in 10 meetings organised in the city of Milan, in the Piceno area of the Marche region, and in the city of Bari (in the suburbs of Japigia, Torre a mare and San Paolo). These locations attempted to represent, albeit partially, Northern, Central and Southern Italy, and, within these geographical areas, local realities such as centres and neighbourhoods with peculiar characteristics, in order to capture a broad spectrum of voices and experiences within the common category of 'vulnerable citizens'.

For the recruitment of participants, the collaboration of associations and cooperatives working in the territories to combat situations of economic and social hardship was fundamental. The final sample of citizens was mixed in terms of gender, age, cultural background, job, income, area of residence (urban, suburban, etc.).

In most focus groups, citizens expressed the opinion that everyone should pay for just energy transition - especially companies and countries held most responsible for climate change -

¹ For a comprehensive description of activities carried out within the remit of Focus Groups phase, see Annex 1 - Focus Groups Synthesis Report– Italy.



and choose to allocate the carbon tax to an environmental protection fund. It emerged a lack of confidence in both national and European institutions with respect to transparency in the management of resources and the ability to guide the energy transition itself. Europe is at the centre of polarized sentiments - from Italy's enemy (!) to guarantor of the transition - but generally considered more reliable than the Italian State, which is blamed to be unable to express the necessary political continuity. Alongside a widespread pessimism towards the future, there is a significant trust in people and in their power to change things.

2) Involvement of experts in multi-stakeholder workshops for the elaboration of suggestions for policy makers towards the just transition based on the outputs emerging from the discussion with citizens (February and March 2022) ²

The FETA National Expert Meetings in Italy were coordinated by **Giannino Bassetti Foundation (FGB)** and took place in February (15th) and March (25th), respectively online and in person (at FGB premises).

The recruiting process was very successful: the response and participation rates were close to 100%. The final group was composed by 15 experts in energy poverty from different backgrounds and angles (social, economic, techno-scientific, legal, etc.), which made the conversation very rich and fruitful.

As a starting point for the discussion, the results of the citizen involvement activity were shared also using 4 personas that exemplify what does he / she need for the energy transition to be fair? What does he / she think about the energy transition and What kind of challenges does he / she face in everyday life (see Annex 3 - Personas). The discussion format of the two meetings was slightly adapted from the original script provided by the FETA partners.

In the first workshop FGB introduced the FETA project and the Museum of Science and Technology Leonardo da Vinci of Milan presented the focus groups results, which were analyzed and discussed by the experts building a common basis to formulate draft policy recommendations starting from the views of vulnerable groups.

The second event mainly focused on the analysis of the current policy framework in Italy (on energy transition related policies) and on the identification and prioritization of possible policy measures to be introduced/improved that could answer to citizen views, needs and ideas. In final part of event, experts drafted the policy recommendations, also identifying the recipients of the experts' propositions, and discussing potential blind-spots and trade-offs.

² See Annex II for the Policy Recommendations Paper for a comprehensive description of the experts engagement process and outcomes.



After the second workshop, FGB distributed by mail an evaluation form to receive feedback and suggestions from the experts: participants were extremely satisfied about the conduction of the meetings (organization, facilitation, information provided in advance) and their interest in the FETA project was very high. Experts also agreed on the importance of engaging citizens in the transition³.

3) A Fair Energy Forum (18 June 2022) - Citizen Involvement Phase II

The FETA **Fair Energy Forum** in Italy was coordinated by **Museo Nazionale della Scienza e della Tecnologia Leonardo da Vinci** and took place in June (18th) in person at Museo premises with the support of FGB. The goal of the event was to validate, integrate and discuss with citizens the recommendations elaborate by experts.

The FEF involved a group of 18 citizens selected among participants from the ten focus groups (held in autumn 2021) and lasted 3 hours.

After an introductory session, the recommendations elaborated by experts were presented to citizens by FGB, following an interview format conducted by the Museum. The interview mainly focused on the content of the recommendations and their possible trade-offs in terms of impacts. The processes and methods adopted for engaging experts and the fairness (or unfairness) of existing policies (on both energy transition and energy poverty) were also discussed.

Citizens divided then into two working groups (one focused on housing and one on mobility) to discuss and analyze into nuanced details the recommendations proposed, to further enrich them with useful elements to be taken into account when developing policies towards a just transition. Organizers and facilitators endeavor to render the discussion accessible to everyone by providing supporting material and adopting an easy language, preparing a lot of concrete examples.

Citizens were then asked to prioritize the recommendations by assigning two votes and a final round of comments was run to further gather suggestions and input to contribute to the design of fair transition policies for all.

³ Some comments received from the experts are: *"The engagement of citizens is a substantial and integral part of the transition as it makes possible to shape the transition according to the needs of the territories"; "[Citizens views] represent the basis to define strategies and actions"; "Citizens feel abandoned by the State and don't have the feeling they can change their living conditions, so bringing people at the center is crucial"; "Often the decisions on energy policies are top-down and can results being demagogic. The more information on what policies to answer to real needs are delivered to decision makers, the more it is possible that these useful measures are implemented".*



To organize the FEF, the Museum relied on the collaboration of local associations to recruit a delegation of participants that was representative of the different territories engaged in the Focus Groups.

4) Final event to disseminate the FETA project results (Autumn 2022)

A final event to present the outcomes of the project will be organized by **Fondazione Giannino Bassetti** in Autumn 2022. Main target of the conference will be policy makers operating at the national level (but also regional), who can favor a better understanding of the impact of energy transition policies on the living conditions of the most vulnerable people, thus contributing to drawing national public decisions for a fair and inclusive energy transition. Other relevant stakeholders, representatives from CSOs, academics and private sector committed in the field of energy poverty and energy transition will take part to the conference.

The final goal of the event is to deliver the policy recommendations to national decision makers, maximizing the impact of FETA and influencing the decisions taken at the national level for a fair and inclusive energy transition.



Results and Context

Recommendations

The following 4 recommendations for policy makers towards the just transition were elaborated by the experts involved in the two multi-stakeholder workshops organized by Fondazione Giannino Bassetti (February and March 2022)⁴ and refined by citizens engaged in the Fair Energy Forum⁵ (FEF), who considered all four recommendations developed by experts relevant, appropriate and inclusive for all categories of citizens, including marginalized groups. The citizens' comments and ideas that were directly connected to the experts' suggestions have been integrated in the recommendations below. Two of the four recommendations (the Domestic Energy Tutor and Multidimensional Shared Indicators for Energy Poverty) received 12 votes and should therefore be considered as high priorities.

The social dimension and the need to respond to inequalities was emphasized both by experts and by citizens as a key aspect of the transition. Solutions, services, and actions for the transition need to be based not only on technical and quantitative aspects, but also on qualitative and socio-cultural considerations.

Energy transition is perceived as a complex issue that needs multi-dimensional reflections and solutions, and a strong sense of community. Elderly and unemployed people are described by citizens as the most vulnerable groups.

On a general note, citizens are concerned about the efficiency of the Italian welfare state in assisting vulnerable groups and strongly distrust public institutions at different scales but are very happy to contribute to the discussion on fair energy transition and appreciate the opportunity to have a say, share their ideas and experiences and learn and reflect about concrete problems together with other people with different background⁶.

As a final remark, the issue of the war in Ukraine was not prevalent in the discussion, but it was raised as an element exacerbating the issue of energy poverty.

⁴ For a comprehensive description of activities carried out within the remit of Policy Recommendations by experts' phase, see Annex 2 – Policy Recommendations Paper – Italy.

⁵ For a comprehensive description of activities carried out within the remit of FEF, see Annex 4 – Results of FEF – Italy.

⁶ Some feedbacks received from the citizens: "They called me twice, it means that my opinion matters, it is satisfying"; [the process] "starting with the citizens and ending with the political leadership [is] a great tool for democracy"; "Each of us gave up something to be here today, being part of this project makes us proud!". Participants valued the involvement of "ordinary citizens", the fact that their ideas were considered, that they "had a voice" and they could be "perhaps promoters of change".



1. Domestic Energy Tutor (Housing)

Introduction of a domestic energy tutor to provide support for domestic energy savings (including information on accessing incentives for energy efficiency, information on replacing appliances for lower energy consumption, etc.), who has the following characteristics:

- Calibrated on the real needs of households and available in a widespread manner on the territory.
- Both desk services and - above all - door to door services are needed. The latter must be based on a census of the target group (vulnerable people identified based on some specific parameters), with whom the tutor comes into contact in a proactive manner, also thanks to the dialogue with other subjects active on the territory (social services, local authorities, third sector, etc.).
- Connected to the territory to establish a relationship of trust with the target group (the tutor, to provide adequate support, must have access to homes and/or information about people's homes). In large cities, territorial proximity and trust relationship can be ensured by operating on the scale of neighbourhoods, where reference centres for tutoring, mediation and socializing can be introduced.
- The service needs to be continuous, including actively tracking down people who might need help.
- Coordinated at the local level, but according to the peculiarities of the area in which it operates, it can be managed directly by the public administration or entrusted to third parties, for example to third sector entities rooted in the territory.
- The tutor should also have social, relational and linguistic skills and have no commercial interest/conflicts of interests.

The introduction of this service also has a positive impact in terms of employment, since it requires the development of new green professionals. The presence of a service that give continuous and up to date support, including actively tracking down people who might need help and working door-to-door, is considered important also to contribute to build a constructive sense of community that leaves no-one behind.

Recipients

- Government members
- Members of the Parliament
- National Energy Poverty Observatory, recently introduced by Ministerial Decree No. 210 of November 8, 2021, Ecological Transition Ministry



Regulatory context in which to frame the recommendations

- National Climate Act (under discussion)
- Climate Social Plan attached to the 2021-2030 National Energy and Climate Plan (PNIEC)
- Any future emergency decrees on energy pricing reform
- National Sustainable Development Strategy
- Timing: ideally operational from January 1, 2023

Who pays for the tutor

- Contribution from energy companies through a levy on extra profits, as indicated by the European Commission in the draft RePower EU plan of 08/03/22 (companies can also take advantage of the tutoring as it reduces the risk of arrears and promotes the recovery of a social function of energy companies)
- Carbon-tax
- European funding (Renovation Wave, European Structural Funds)

2. Multidimensional Shared Indicators for Energy Poverty (Housing and Mobility)

To provide effective responses to the needs of the most vulnerable groups in the field of energy, it is necessary to have new multidimensional indicators capable of providing a timely snapshot of energy poverty situations. Building these new energy poverty indicators requires that:

- They are set in the territorial context, in which energy poverty is measured
- Are aligned with the multidimensional indicators for energy poverty already proposed by EU – Recommendation (EU), 2020/1563 of the Commission of October 14, 2020, on energy poverty – and developed, refined and monitored by the National Observatory on Energy Poverty at the Ecological Transition Ministry (Introduced by Ministerial Decree No. 210 of November 8, 2021), in which analyse the EU proposal of indicators, updating and adapting them to the national context
- They are structured in dialogue with other entities, including those organizations that own the data needed for the processing and use of the indicators, such as the Bank of Italy and the multi-utilities (both collecting data on poverty and energy-related issues)
- The importance of health factors should be considered when developing the indicators (health conditions such as asthma or the use of medical devices may lead to special energy needs).



Recipients

- Ministry of Labour and Social Policies
- Ministry of Ecological Transition
- Bank of Italy

Regulatory context in which to frame the recommendations

- National Climate Law (under discussion)
- Climate Social Plan attached to the 2021-2030 National Energy and Climate Plan (PNIEC)
- Legislation transposing Directive 2019/944
- National Sustainable Development Strategy

3. National Coordination Structure for Mobility (Mobility)

To foster an equitable approach to mobility transition, the introduction of a national coordination structure to deal with planning and coordination of mobility policies is a priority. Specifically:

- This structure could take the form of a new Ministry - the Ministry of Cities - or, more easily, be inserted within an existing ministry, such as the Ministry for Regional Affairs and Autonomies
- This structure should also have the function of enhancing and bringing into dialogue existing initiatives to promote sustainable mobility, such as the Covenant of Mayors and the PUMS (Urban Plan for Sustainable Mobility).

Recipients

- Government members

Regulatory context in which to frame the recommendations

- National Sustainable Development Strategy
- Social Climate Plan attached to the 2021-2030 National Energy and Climate Plan (PNIEC): forecast of the measures that will be implemented by local governments

4. Access to Mobility Data (Mobility)



To provide more effective responses to the demand for mobility, including that of the most disadvantaged groups, it is necessary to ensure that the relevant public authorities have access to data on transit flows.

Mobility data already exist today and are largely digital, but it is necessary that the companies that collect them - those that manage public transport, for example the national rail network, or local transport networks, but also telephone providers (e.g. TIM, Wind, etc.) and big tech (such as Google) that offer and use geolocation services and traffic flow tracking - make them available to the competent authorities, so as to allow an analysis of demand, ensuring better planning and grounding of mobility services.

The need to ensure the accessibility of environmental protection data is supported by existing national and international conventions and codes, such as the Aarhus Convention and the Italian Environmental Code.

To ensure the adoption of this recommendation in accordance with the objectives of the Italian Digital Agenda, the principles of privacy and fair competition of operators in the market, protecting the freedoms and rights of users, it is also necessary to involve the following actors: Italian Data Protection Authority, the Agency for Digital Italy (AgID), Agency for Guarantees in Communications (AGCOM).

Recipients

- Ministry of Infrastructure and Sustainable Mobility
- Ministry of Technological Innovation and Digital Transition
- Ecological Transition Ministry
- Regional Agencies for Environmental Protection

Regulatory context in which to frame the recommendations

- EU Data Interoperability Directive
- 2021-2030 National Energy and Climate Plan (PNIEC)

Communication and key cross-cutting issues

Besides recommendations, cross-cutting key elements were raised by both experts and citizens.

The accessibility to balanced information was described as a pre-condition to almost every action aimed at rendering the energy transition process fair for all. The “cultural” dimension of the energy transition was central in the entire process. Experts emphasized that it is often hard, especially for vulnerable people, to access the information on the incentives introduced by public authorities and embark – for example – in the bureaucratic procedures required for



energy efficiency funding. Citizens emphasized the need of a new sense of community based on solidarity and inclusion.

To make communication efforts in the field more effective, information needs to be open, accessible, and distributed in a pro-active way by local public institutions, for example introducing new professionals as energy tutors targeting specific groups.

Experts also raised another crucial aspect for a proper communication in the energy transition: policies aimed at reducing energy poverty (e.g., incentives for energy efficiency, subsidies, discounts on public transport tickets, etc.) should be paired with communication strategies to inform that energy usage should be reduced anyway (e.g., spending less thanks to high efficiency lamps doesn't mean that attention should not be paid to turn off the light when there is no need to use it).

The need of strategic communication and tools to boost sustainable behaviors and choices was also stressed (for example introducing easy ways to measure energy consumptions - in terms of both energy savings and money savings), to make the environmental and personal economic advantages of the transition more tangible.



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Experts

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Paola Valbonesi, Full Professor at the University of Padua and President of OIPE - Italian Observatory on Energy Poverty

Marina Varvesi, Head of the "Innovation and Research" Area in AISFOR Srl (Italian company engaged in the strengthening of resources in the green sector)



Roberto Zoboli, Professor of International Economics and Director of the Haute École for the Environment at the Catholic University of Milan

Associations

La Cordata (<https://www.lacordata.it/>)

Social cooperative operating for 30 years in Milan. It activates support networks for situations of hardship and social inclusion difficulties; it offers welcome services, social and educational accompaniment and short and long-term accommodation. It creates and promotes interpersonal relationships.

Tempo per L'Infanzia (<http://www.tempoperlinfanzia.it/>)

A non-profit social cooperative with 40 years of experience in Milan, it offers services to promote the well-being of minors, support parenting, and training for social workers and teachers. It works to prevent social discomfort and school drop-out, develop the potential of adults, spread active citizenship, social and environmental sustainability.

Gruppo L'Impronta (<https://www.improntas.it/>)

A network of three social cooperatives and a non-profit organisation, it has been active for 30 years in the southern area of Milan and the Milanese hinterland. It deals with sociomedical and work integration activities aimed at the most fragile and at disabled people.

Cooperativa Sociale Tuttinsieme (<https://www.cooptuttinsieme.it/>)

A social enterprise that has been working in Milan for 30 years in a network with other organisations to offer socio-educational services. It fosters paths of integration and cohesion in the community, supports mothers with dependent children, minors and the disabled, offers daytime educational services for minors, early childhood services, psycho-educational counselling desks in schools and training activities.

Bottega del terzo settore Ascoli Piceno (<https://www.bottegaterzosettore.it/>)

An association set up to build community welfare in the Piceno region and promote the third sector, it offers coworking and training spaces, organisational secretarial services, guidance and information, management consultancy and co-planning. A place open to the community for the construction of innovative and sustainable social cohesion processes.



Croce Rossa Italiana – Comitato dei Sibillini (<https://www.facebook.com/cri.sibillini/>)

The Monti Sibillini Committee of the Italian Red Cross, based in the municipality of Comunanza, Piceno area. It supports civil protection activities and the promotion and dissemination of health education, civil protection culture and personal assistance.

Associazione PAS Polo Accoglienza e Solidarietà (<https://www.pas-ap.it/>)

Network of associations of Ascoli Piceno and its territory engaged, in the management of a common hub, in activities to combat social hardship and poverty, cooperating and adopting integrated intervention models.

ONLUS Santa Teresa d'Avila (<https://www.caritasanbenedetto.it/onlus-santa-teresa-davila/>)

Operational arm of the diocesan Caritas of San Benedetto del Tronto. It develops and promotes projects and initiatives to deal with situations of fragility, marginalisation and poverty in cooperation with voluntary organisations and public and private bodies in the area.

Comune di Bari (<https://www.comune.bari.it/>)

The Municipality of Bari deals with welfare and combating economic and social hardship in cooperation with other local authorities.

Fondazione Giovanni Paolo II onlus (<https://fgp2.it/>)

With 30 years of experience, it works in Bari for the moral, human and social promotion of the San Paolo/Stanic neighbourhood and other peripheral areas of the city. It deals with the training of operators and educators of third sector organisations and realities, the improvement of social services in the suburbs for children, adolescents and families, and the study and monitoring of citizens' needs for the improvement of the city's quality of life.



Annex 1

Groups Synthesis Report – Italy

Synthesis note

Italy - Museo Nazionale della Scienza e della Tecnologia Leonardo da Vinci

Background: the participants of the focus groups

The focus groups run by the Museo Nazionale della Scienza e della Tecnologia Leonardo da Vinci, as Italian facilitation partner within the FETA project, involved 125 participants⁷, distributed in groups of 10-15 people in 10 meetings organised in the city of Milan (after the first meeting at the Museum, in the Gorla, Gratosoglio and Baggio neighbourhoods), in the Piceno area of the Marche region (between the coastal town of San Benedetto del Tronto, the capital Ascoli and the mountain village of Comunanza), and in the city of Bari (in the suburbs of Japigia, Torre a mare and San Paolo). It is a localisation that has attempted to represent, albeit partially, Northern, Central and Southern Italy, and, within these geographical areas, local realities such as centres and neighbourhoods with peculiar characteristics, in order to capture a broad spectrum of voices and experiences within the common category of "vulnerable citizens".

With the valuable collaboration of associations and cooperatives in the territories, engaged in the recruitment of participants, a total of 82 females, 33 males, one non-binary, 65 natives and 47 immigrants were involved, sharing situations of social and economic disadvantage. All age groups were quite evenly represented: 28 participants between the ages of 17 and 35, 33 between 36 and 50, 32 between 51 and 65, and 22 over 65 (the average age of participants is almost 49). They were mainly unemployed (42), service workers (26, particularly as caregivers and cleaning or catering workers), retired people (22) and housewives (13), mostly belonging to areas defined as urban (63) or peripheral (50), with a lower (48) and upper (43) secondary school education level. Only one participant came from rural areas, and none

worked in the agricultural sector, while 4 were workers in the industry sector. 30 participants said they receive social aid, and 18 stated that they live in social housing. Finally, 18 single parents participated in the meetings.

⁷ It should be specified that 117 pre-activity questionnaires were collected, and within these some answers were missing. Therefore, the data shown below, composing the profiles of the participants, are not exhaustive.

1. Executive summary

Overall, **the participants have a good, sometimes very good, understanding of the energy transition, an awareness of the importance of energy and climate change issues, and of the link between climate change and extreme weather and climate events** affecting the country, such as seasonal temperature increases, fires and floods.

In particular, **a significant awareness and critical knowledge of environmental issues emerged in the three focus groups in Bari**, where participants mentioned the Fibronit - an asbestos materials factory active until 1985 in the Japigia district - and Acciaierie d'Italia - the former Ilva in Taranto, Europe's largest steel plant, still in activity - as close and dramatic examples of pollution of the environment, with severe consequences for the health and life of the local population.

In fact, among the **challenges** that Italy is facing today considered most urgent by the participants, the **environment, the climate and the transition to renewable energies are listed**, preceded in order of importance only by **work and unemployment** together with the **Covid-19 pandemic and vaccines** - issues that definitely catalyse the attention and concerns of the participants in all focus groups. The environmental matters are followed by the **"migration crisis" and integration**, and finally by the slow and cumbersome Italian **bureaucracy**. These are the problems identified by the participants in a moment when employment is increasing but has not returned to pre-pandemic levels (as reported by Istat in its [survey on employment and unemployment in Italy in September 2021](#)), and no-vax protests and the issue of compulsory vaccination inflame the public debate.

In general, **the participants demonstrated not only a keen interest in the subjects discussed but also a need to know more**: many questions were addressed to the rest of the group or to the facilitator directly to answer doubts and curiosity about the functioning of the electric car or the disposal of solar panels, just to mention a few examples. In this regard, **the participants identified the facilitator as an authoritative source of information and**

an expert on energy transition, and were curious to know his/her opinion on specific issues, confirming the interest in the themes discussed and in the point of view of someone who is believed competent in the field.

Moreover, the participants showed **curiosity and interest in the FETA project itself**, its functioning and its initiatives, and expressed a **great desire to participate, to meet and debate**: except the tenth focus group, composed of young non-Italian women who struggled to start a conversation, perhaps because of the language barrier, **the discussions were vibrant and participated, evaluated as very satisfying and edifying also in the post-activity surveys.**

The 2030 energy diaries did not prove to be effective in all focus groups in helping participants to imagine the impact of the transition on their own lives, to realise the problems and inspiring ideas: particularly in focus groups 5 (Comunanza) and 9 (Milano Gratosoglio) the discussions, during the energy diaries section, seemed to run out of steam, whereas in focus group 3 (San Benedetto del Tronto) they were fundamental in animating a hitherto rather poor debate.

2. *Attitudes to fairness*

"If only one is left behind, there is no justice" (Milan, FG 2, P6).

Considering the question of whether the energy transition would benefit everyone, the first general answer was yes: the environment will improve, and so the quality of people's life. Then, valuating specific changes from a very pragmatic and personal point of view, and considering the personas introduced with the script (a single mother living in a rented house, an elderly living alone, a long-term patient, an unemployed living in a remote area, a wealthy couple), inequalities appeared evident and set a deeper understanding of the issue of fairness. Thus, **it can be argued that, in the first instance, the theme of fairness was not focused by the participants with an awareness of different impacts on different citizens and with a critical attitude. Also, the participants found it very challenging to put themselves in someone else shoes.**

Having said that, the key through which participants interpret the concept of equity is accessibility, primarily in economic terms: from the replacement of low energy efficiency

appliances with class A equipment to the purchase of an electric car, to energy-efficient home improvements, the energy transition has a cost that citizens in precarious conditions and economic poverty are unable to bear.

Secondly, they consider **accessibility in practical terms**, in the concreteness of everyday life, in specific material conditions. For example, different housing situations determine and bind different possibilities and energy choices: whoever is renting does not have the faculty to decide directly on the energy efficiency measures of the house where he lives, whoever is in a condominium must negotiate specific interventions with the other residents, whoever lives in a protected historical building may not be allowed to install solar panels. And yet, is it feasible to make a vegetable garden on the terrace of a building in Bari, amid city pollution? Is it feasible and safe not to have a private vehicle if you live in an isolated area? Is it feasible for an elderly person to order a take-away dinner, for a farmer to work from home?

Thirdly, participants frame **accessibility in terms of knowledge**: the energy transition imposes a step change that requires clear and reliable tools and information to enable everyone to understand and be part of it. Participants, for example, complain about the lack of information on the maintenance and sustainability of solar panels, or on realities such as solidarity purchasing groups and initiatives against food waste. Actually, uncertainty and ignorance limit the possibility of orienting green choices, purchases and behaviours.

Linked to this is **accessibility in terms of participation**. Everyone must be involved in this process and the consent, responsibility and commitment of the individual citizen are considered by the participants as crucial: the very success of the energy transition depends on adapting to new lifestyles, with new attitudes and consumption habits.

In this framework, lonely older people and unemployed people, according to the participants, represent two highly vulnerable categories, the former because of their supposed difficulty to adapt to new lifestyles, to access online resources and services or to manage the complexity of procedures related to home energy efficiency; the latter because of the struggle in sustaining the expenses imposed by decarbonisation.

For the participants, a fair and inclusive energy transition will need to include new forms of **solidarity and assistance**, rely on a **sense of community** to make it work, and support fragile groups with appropriate **government support and incentives**. It will also need to be accompanied by a **"social transition" that addresses social inequalities and injustices**,

works for the involvement of all citizens, and results in an opportunity to rebalance wealth and create jobs.

3. *Understanding what energy-related issues matter to the participants*

"The houses they make now should already be built in an environmentally friendly way, solar panels, thermal insulation, make them earthquake-proof, these things should already be mandatory, don't wait until 2030... the only thing is that building them like this now, you pay a king's ransom!" (Milan, FG 2, P1).

"As you pay a king's ransom for electric cars!" (Milan, FG 2, P3).

The most common forms of energy used by the participants in their homes are electricity and gas. They attest a recent shift from oil boilers, coal stoves and LPG cylinders to methane, which is the most widely used source for cooking and heating the house. In the mountain municipality of Comunanza (focus group 5) the pellet stove is also very popular, as it is considered more convenient for heating than gas.

Only a few participants say that they use a solar energy system or that are in the process of installing one (as the only source of energy for their home or limited to lighting and elevator operation in their condominium), many are interested in this green alternative or would definitely like to adopt it, but have not done so yet, for several reasons: they find it difficult to access bonuses and incentives that would cover the expense or are afraid of having to spend a large, unexpected sum of money anyway; they do not own a house, or they live in a listed building, or they meet resistance from other co-owners.

What appears to matter more to the participants is the cost of energy, particularly in Milan: in addition to very high rents, high expenses are paid for communal central heating, which is also the cause of considerable energy waste. For this reason, participants underline the need for responsible behaviours, but above all, of a heating system that permits control and autonomy of consumption from the rest of the building.

In the period in which the focus groups were held (from mid-September to mid-October 2021), the news of expected 40% higher electricity bills, announced by the Minister of Ecological Transition, Roberto Cingolani, for the autumn 2021, was widely reported by the national media:

it is no coincidence that **the increase in the cost of energy as an effect of the energy transition is a forecast that heavily worries the participants**, in the short and long term.

Regarding mobility, some significant differences emerge between Milan, the Piceno and Bari. The Milanese who participated in the focus groups mostly use public transport and bicycles and are very satisfied with the local public transport service, with the exception of some peripheral areas.

Public transport in the city of Ascoli Piceno is assessed as good, but connections between neighbouring municipalities are poor. This problem concerns Comunanza and other small mountain towns in the surroundings, where not having a driving licence or a car at disposal is problematic.

Even in Bari, whether in Japigia, Torre a mare or San Paolo, the car is deemed necessary because of the inefficiency of public transport. The locals barely use the inadequate subway, and refer that in the suburbs circulate crumbling buses, the new ones being reserved for the city centre.

Overall, **participants are aware of the shift to electricity that will affect the energy in all aspects, from housing to mobility. Electrification is seen as just and positive for the environment, but also for people's lives.** However, some criticisms have been pointed out: in addition to the problem of accessibility and economic sustainability of energy change, as mentioned above, **participants express concern about the disposal of solar panels and more generally about the polluting potential of electric batteries, and question the sense of scrapping new, poor energy-efficient vehicles. Again, the question of information is central** - not knowing whether and how much incentives for home energy efficiency will cover the actual price of works, not knowing whether green technologies are really green or potentially polluting, whether they will result in additional costs or opportunities for savings – these uncertainties surrounding clean energy innovations were raised during the discussion of the energy diaries.

4. Description of main issues emerging from discussion of diaries

"If it all works... at first glance, damn, this is a fairy tale! The fairy tale you tell children, that is too good to be true" (Bari Torre a mare, FG 7, P3).

"There are many dreams, dreams to be processed, to be put into practice with a lot of effort" (Bari Japigia, FG 6, P6).

Most participants liked the 2030 energy diaries, in some cases very much: they picture a better, healthier, happier life in a better, healthier, cleaner world. Interestingly, there was a

recurring association with childhood memories, the idea of a return to the past, where there were fewer cars, a stronger sense of community, and families had more time to spend together.

A minority of participants, instead, evoked very different emotions: for them, the life told in the diaries appears sad and sacrificed, all oriented to saving, where freedom and individual mobility are strongly limited, as well as sociality. A participant from Torre a Mare speaks of a social, "Chinese way of life" that is very difficult to imagine.

Whether desirable or not, the scenario described by the energy diaries, from the participants' point of view, seems hardly achievable by 2030. Even though specific elements mentioned in the stories are already known, practised or close to the experience of the participants (especially regarding mobility), the diaries, to use their words, sound like "fairy tales" or "dreams", as beautiful as far from reality.

In the view of some participants, to accomplish the change narrated in the diaries, a **"cultural change" is needed and requires much more than eight years, possibly "a generational change"**, such is the lifestyle revolution that the energy transition entails. In this respect, different ideas emerged concerning generations: for some participants, young people are more sensitive to these issues than adults, who instead should "learn on school bench"; on the contrary, other participants think that it will be the young who will struggle to adapt, in a vision that sees old generations used to sacrifice and saving, opposed to a superficial and indolent youth.

The following tables summarise what emerged in the discussions on specific elements introduced by the energy diaries. The first focuses on some issues of particular interest for the Italian context and the workshop with the Italian stakeholders, indicated to the Museum by the Giannino Bassetti Foundation, the Italian Policy Partner. The results of the focus groups were analysed on the basis of these and other key points, divided into housing and mobility, included in the next tables.

The four points of Fondazione Giannino Bassetti

| | |
|--|--|
| incentives for housing | <p>Judged crucial and necessary in all focus groups to ensure accessibility and fairness of the energy transition.</p> <p>Difficulty of access, too much red tape, fear of unexpected costs.</p> |
| energy communities | <p>Conflicting positions about the idea of community and sharing: very welcome for many, definitely unpleasant for a few.</p> <p>Scepticism about the possibility for many areas to have a mini solar power plant or a mini hydroelectric plant due to peculiar spaces and territorial resources.</p> |
| strengthening public transport in terms of quality and quantity | <p>Idea considered positive. Several participants commented that the rural energy diary relating to transport, shaped by a typical day of a retired couple, would not suit other groups with different needs, such as young workers.</p> |
| Incentives for electric car | <p>Considered very useful. Many participants expressed a desire to purchase an electric car, but they judge it too expensive.</p> <p>Batteries and charging infrastructure that need to be improved in terms of autonomy (to increase driving range) and availability respectively.</p> <p>Confusion over their actual impact on the environment: are they really clean? Are the batteries polluting once disposed? How they will be disposed?</p> |

Other elements: housing

| | |
|------------------------------------|---|
| solar panels | <p>Great interest, seen as a very appealing opportunity to save on utility bills.</p> <p>Concern over maintenance (costs) and disposal (pollution).</p> |
| working from home | <p>Assessed as a major limitation on sociality after the challenging experience of the Covid-19 lockdown.</p> <p>Not doable for many categories of workers.</p> |
| GAS (solidal buying groups) | <p>Very appreciated, but many people do not know these initiatives: need for more information.</p> |
| smart energy meter | <p>Very well evaluated for the possibility to control and adjust consumptions.</p> |

| | |
|---------------------------------------|---|
| hydroponic garden | <p>Scepticism about both the cultivation system and the actual possibility of implementing rooftop vegetable gardens (for reasons of space or city pollution).</p> <p>Shared vegetable gardens already present in Milan.</p> |
| initiatives against food waste | <p>Absolutely positive, to be enhanced and learn more about.</p> <p>Use of specific apps and purchase of discounted expiring food items by several participants.</p> |
| energy consumption time slots | <p>Adjustment and attention by many participants, using the washing machine after 7 pm or on weekends to save on electric bill.</p> <p>Not possible for many who live in an apartment building and do not want to disturb their neighbours.</p> |

Other elements: mobility

| | |
|---|--|
| discounts and incentives on public transport | <p>Very useful, even in connection with recycling.</p> <p>Difficulty in establishing efforts in recycling for those living in an apartment building.</p> <p>Subscription already discounted for pensioners in Milan.</p> |
| pedibus (walking bus) | <p>Widespread and appreciated but not practicable everywhere, for example in Comunanza, because of long distances and snow in winter months.</p> |
| restrictions on private cars | <p>Hypothesis of the access to the city centre of only one car per family not appreciated.</p> <p>Renouncing to private cars as very positive for some, not convincing for others, due to over-reliance and convenience, but also with reference to situations of emergency and isolation.</p> |
| 20-minute neighbourhood | <p>An idea that people like, a model already experienced in some areas of Milan.</p> |

5. Needs

"But even if we change, we'll always be screwed! It's the same old song" (Ascoli Piceno, FG 4, P6).

To the question "who should pay for a fair energy transition?" the majority of participants answered that **everyone should pay, but polluters should pay more**, starting with those companies and nations most responsible for climate change. Other answers: "rich people", the State and Europe.

In almost all the focus groups, the participants would choose to allocate the carbon tax to a fund for the protection of the environment. Only the focus group of San Benedetto del Tronto suggests returning the revenue from carbon taxation to citizens with virtuous consumption behaviours or suffering economic difficulties, to lower their energy expenses.

Besides, a participant of Comunanza proposes to invest the eco-tax in environmental education.

Especially the focus group of Bari San Paolo perceives the carbon tax as a **punitive measure for citizens**, who would pay instead of big companies. Here, indeed, people seriously doubt that a fair eco-taxation of businesses is even possible, with the connivance of politics.

What has emerged is a lack of trust in institutions, both national and European, with respect to transparency in the management of resources and the ability to manage the energy transition itself. Europe is at the centre of polarised sentiments - from Italy's enemy to the guarantor of the transition. In general, it is considered more trustworthy than the Italian State, which is not able to ensure the necessary political continuity.

In some focus groups has arisen a sense of frustration and mistrust towards economic and political powers and interests, such as oil lobbies and electricity suppliers, the Italian government or the European one. In front of them, these citizens feel powerless, suffering the ecological transition and its consequences. In addition to this, **feelings of mistrust towards the future and pessimism about the success of the energy transition challenge are coupled with optimism and confidence in people and their power to change thing.**



Annex 2

Policy Recommendations Paper – Italy



Fair Energy Transition for All - FETA

Policy Recommendations Paper – Italy

Authors: Maria Chiara Cattaneo, Cecilia Gaballo, Anna Pellizzone, Angela Simone

Giannino Bassetti Foundation

April 2022



1. Summary of the results of the workshops

The FETA National Expert Meetings in Italy were coordinated by Giannino Bassetti Foundation (FGB) and took place in February (15th) and March (25th), respectively online and in person (at FGB premises). The choice to conduct two workshops was mainly due to the pandemic situation and to the fact that engaging top level experts for more than two non-consecutive days (and for several hours) was not feasible, especially considering the request to participate in their personal capacity.

Experts recruiting

The recruiting process was very successful: the response and participation rates were very high (close to 100%). The final group was composed by experts in energy poverty from different backgrounds and angles (social, economic, techno-scientific, legal, etc.), which made the conversation very rich and fruitful. We registered a decrease in the participation from the first meeting to the second one, because the second meeting was in person and – mainly due to Covid restrictions and quarantines – it was difficult for the experts to plan traveling. A blended event was not appropriate in this case as it would have made the writing of recommendations too complex to be managed effectively.

Hereafter a list and brief description of the experts who attended the National Expert Meetings.

Table 1 – List of experts who attended the FETA National Experts Meetings in Italy

| Name | WS 1 | WS 2 | Type of organization | |
|-------------------------|------|------|----------------------|---|
| Francesco Luca Basile | yes | no | Academia | Professor at Alma Mater Studiorum-University of Bologna and member of the Italian delegation in the Program Committee of Horizon Europe "Climate, Energy and Mobility". |
| Francesca Bellisai | yes | yes | CSO | Policy Advisor at ECCO (Italian Independent Energy and Climate Change Think Tank) |
| Agnese Cecchini | yes | no | Enterprise (Media) | Editorial director of Italia Energy Group and co-founder of Alliance against energy poverty |
| Vittorio Cogliati Dezza | yes | yes | CSO | Coordination Group of the Forum Inequalities and Diversity and National Secretariat of Legambiente (one of the main Italian environmental associations) |
| Enrica De Cian | yes | yes | Academia | Associate Professor of Environmental Economics at Ca' Foscari University and researcher at the Euro-Mediterranean Centre on Climate Change Foundation |



| | | | | |
|---------------------|-----|-----|--------------------|---|
| | | | | (CMCC) and at the RFF-CMCC European Institute on Economics and the Environment |
| Gabriella De Maio | yes | yes | Accademia | Coordinator at IFEC (Italian Forum of Energy Communities), Professor of Energy Law at the University of Naples Federico II |
| Luigi Di Marco | yes | yes | CSO | Operational Coordination at ASVIS (Italian Alliance for Sustainable Development) |
| Alessandro Fiorini | yes | yes | Research Institute | Researcher at the Energy Policy Monitoring Laboratory for energy efficiency, ENEA (National Agency for new technologies, energy and economic sustainable development) |
| Anna Realini | yes | no | Research Institute | Researcher at RSE (Research Energy System) |
| Felice Scalvini | yes | no | CSO | Member of the Board of Banco dell'Energia onlus and President of ASM Foundation |
| Alessandro Sciuillo | yes | yes | Academia | Researcher at the Department of Cultures, Politics and Society of the University of Turin and coordinator of the project EU H2020 COMETS (Collective action Models for Energy Transition and Social innovation) |
| Silvana Stefani | yes | no | Academia | Full Professor of Mathematics Applied to Economics and Finance, University of Milan Bicocca, member of the GEM (Green energy management community) scientific committee |
| Paola Valbonesi | yes | no | Academia | Full Professor at the University of Padua and President of OIPE - Italian Observatory on Energy Poverty |
| Marina Varvesi | yes | no | Enterprise | Head of the "Innovation and Research" Area in AISFOR Srl (Italian company engaged in the strengthening of resources in the green sector) |
| Roberto Zoboli | yes | no | Academia | Professor of International Economics and Director of the Haute École for the Environment at the Catholic University of Milan |

Format, evaluation and the list of recommendations

The discussion format of the two meetings was slightly adapted from the original script provided by the FETA partners.

The first workshop reached three main objectives:

- 1) an introductory session to present the FETA project and framework, the policy partner and the experts;
- 2) the presentation of the focus groups results and a Q&A session with the facilitation partner from Italy (Museum of Science and Technology Leonardi da Vinci of Milan);



- 3) a discussion around citizens opinions, ideas and needs and how they are integrated in the energy transition governance in Italy, so to build a common basis to formulate draft policy recommendations starting from the views of vulnerable groups and the communication aspects of eventual new policies.

The second event, which was opened by a networking lunch by FGB premises, mainly focused on:

- 1) the analysis of the current policy framework in Italy (on energy transition related policies);
- 2) the identification and prioritization of possible policy measures to be introduced/improved that could answer to citizen views, needs and ideas
- 3) the elaboration of the draft policy recommendations, the recipients of the experts' propositions, and the discussion of potential blind-spots and trade-offs.

After the second workshop, FGB distributed by mail an evaluation form to receive feedbacks and suggestions from the experts: participants were extremely satisfied about the conduction of the meetings (organization, facilitation, information provided in advance) and their interest in the FETA project was very high. Participants also agreed on the importance of engaging citizens in the transition⁸.

Listed below, a summary of the final policy recommendations suggested by the experts.

Housing

1. Domestic Energy Tutor

Introduction of a domestic energy tutor to provide support for domestic energy savings (including information on accessing incentives for energy efficiency, information on replacing appliances for lower energy consumption, etc.)

2. Multidimensional Indicators for Energy Poverty

To provide effective responses to the needs of the most vulnerable groups in the field of energy, it is necessary to have new multidimensional indicators capable of providing a timely picture of energy poverty situations.

Transport

1. National Coordination Structure for Mobility

⁸ Some comments received from the experts are: *"The engagement of citizens is a substantial and integral part of the transition as it makes possible to shape the transition according to the needs of the territories"; "[Citizens views] represent the basis to define strategies and actions"; "Citizens feel abandoned by the State and don't have the feeling they can change their living conditions, so bringing people at the center is crucial"; "Often the decisions on energy policies are top-down and can results being demagogic. The more information on what policies to answer to real needs are delivered to decision makers, the more it is possible that these useful measures are implemented".*



To foster a fair approach to mobility transition, the introduction of a national coordination structure to plan and organize the mobility system is a priority.

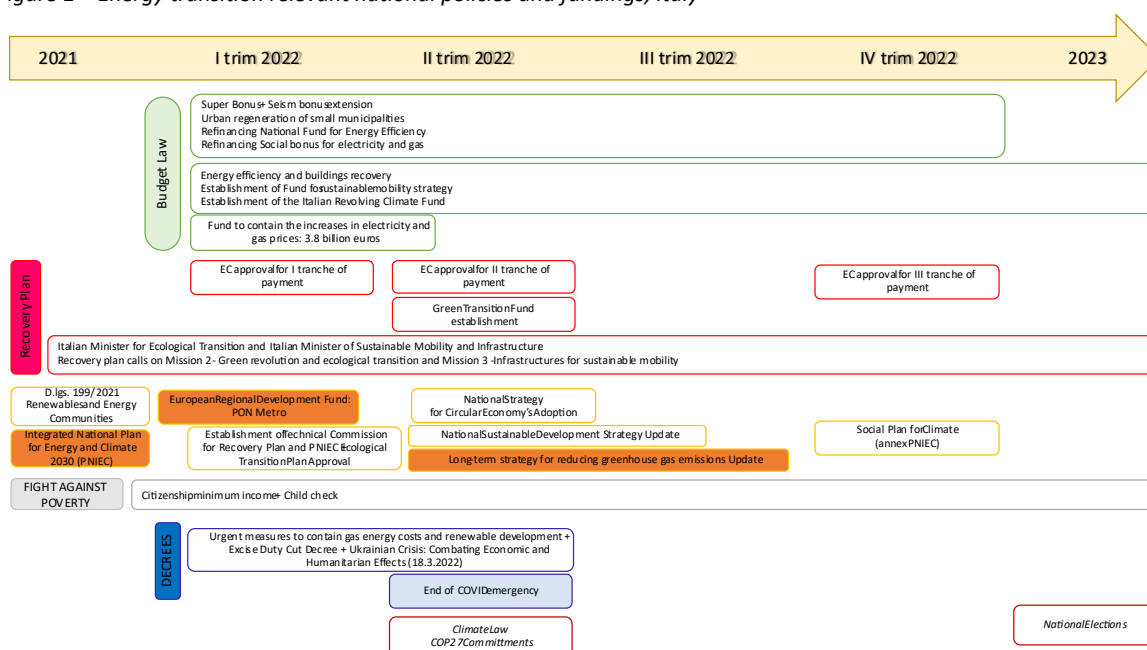
2. Access to Mobility Data

To provide more effective responses to public mobility demand, including that of the most disadvantaged groups, it is necessary to ensure that the competent public authorities have access to data on transit flows.

2. The policy and regulatory framework

Italy has been developing its energy transition policies from fossil fuels towards a carbon-neutral economy according to the principles and objectives established in the Paris Agreement, the EU legislation, and the National Recovery Plan (implementing the EU Next Generation Plan)

Figure 1 – Energy transition relevant national policies and fundings, Italy



Authors: FGB, 2022



As represented in Figure 1⁹, there is a multiplicity of policy and regulatory measures at national level¹⁰ which are related to **fair energy transition** and have an **impact on both housing and mobility policies**.

These measures can be summarised in the following categories:

1. **Annual Budget Law and connected Government Decrees**
2. **National Recovery Plan**
3. **Measures to mitigate (energy) poverty**
4. **Other policy and coordination measures and fundings** (National Energy and Climate Plan - Piano Nazionale Integrato per l'Energia e il Clima 2030 - PNIEC; National Sustainable Development Strategy; Long Term Strategy for Reducing GHG Emissions; etc.)

| | Cross-cutting | Mobility | Housing |
|-----------------------|---|---|--|
| FUNDINGS | Reddito di Cittadinanza (Citizenship minimum income) PON Città Metropolitane (European Regional Development Fund) Social Plan for Climate – Annex to PNIEC (by 2022) Revolving Climate Fund | National Recovery Plan a. calls Mission 2 - Green revolution and ecological transition b. calls Mission 3 - Infrastructures for sustainable mobility Budget Law a. Fund for sustainable mobility strategy | Annual Budget Law a. Gas and Electricity Social Bonus for low-income households b. Super bonus - a deduction equal to 110% of the expenses related to energy efficiency measures c. Anti-seismic bonus for private and public owned buildings Government Decrees (early 2022) a. Funds to contain the increases in gas and electricity prices |
| OTHER MEASURES | 2021-2030 National Energy and Climate Plan (PNIEC) National Sustainable Development Strategy (2017) Long Term Strategy for Reducing GHG Emissions (2021) Legislative Decree 199/2021 (EU Directive 2018/2001) on Renewables and Energy Communities | | |

⁹ Figure 1 was elaborated by FGB and discussed during the National Experts Workshop no.2. Those measures reported by the experts and not initially included in the survey are coloured orange.

¹⁰ In Italy, however, several policy sectors, social housing and local transport included, are fostered at local level (e.g. the Energy income initiative in Sardinia in the municipality of Porto Torres as well as the Regional energy income in Apulia Region) and by the “Covenant of Mayors”, which stimulates local administrations to take action to decarbonise the economy and mitigate climate change (e.g. financing of energy efficiency, energy audits), as well as to facilitate access to safe, sustainable and accessible energy for all.



| | | |
|--|--|--|
| National strategy for circular economy (by 2022) Climate Law (under discussion) | | |
|--|--|--|

Figure 2 – Main national level fundings, strategies and measures related to energy transition with an impact on energy poverty in the mobility and housing policy sectors

Authors: FGB, 2022

More specifically, to reduce energy poverty and to mitigate the effects of gas and electricity prices raising, in Italy three types of policies have been implemented so far:

1. **Policies to reduce household energy expenditure** (e.g., bonuses or social tariffs): *Gas and Electricity Bonus* for low-income households.
2. **Policies to improve the energy efficiency of houses** (regulations, tax breaks, energy performance certificates, energy tutors, etc.): *Super bonus* - a deduction equal to 110% of the expenses related to energy efficiency measures and *Anti-seismic bonus* for private and public owned buildings.
3. **Subsidies to low-income households**: *Reddito di Cittadinanza* (Citizenship minimum income).

Moreover, housing and mobility policies at national level are informed by a range of policy coordination tools and fundings addressing energy poverty directly and indirectly.

First and foremost, the **2021-2030 National Energy and Climate Plan** (2021), where energy poverty is assumed as a priority, and the **Social Plan for Climate**, which is expected to be adopted following-up the EU Social Fund for Climate.

Second, the **National Sustainable Development Strategy** (2017), which is structured in five areas, corresponding to the so-called "5Ps" of sustainable development proposed by the 2030 Agenda: People, Planet, Prosperity, Peace and Partnership. A sixth area is dedicated to the so-called vectors for sustainability, essential elements for the achievement of national strategic objectives. Each area contains Strategic Choices and Strategic Objectives for Italy, correlated to the SDGs of the 2030 Agenda. The strategic choices identify national priorities and reflect the transversal nature of the 2030 Agenda, integrating the three dimensions of sustainability: environment, society and economy.

Third, the **Long-term Strategy for Reducing GHG emissions** (2021), which identifies possible paths to reach a condition of "climate neutrality" by 2050, in which residual greenhouse gas emissions are offset by the absorption of CO₂ from the possible use of forms of geological storage and CO₂ reuse.

Fourth, the **Legislative Decree 199/2021** (EU Directive 2018/2001) **on Renewables and Energy Communities** that provides: (i) mechanisms for monitoring the effects of the spread of self-consumption, also for the purpose of updating the methods of taxation and collection of tariff



components to cover general system charges, evaluating the transfer to general taxation of charges not directly connected to environmentally sustainable development objectives or to combat energy poverty; (ii) update the regulatory framework of measures to implement the protection of vulnerable and energy-poor customers; (iii) ensure the production and statistical information on final energy consumption through their territorial, sectoral and functional disaggregation, in line with the guidelines of the European statistical system, also in order to monitor the phenomena of sustainable mobility and energy poverty.

Fifth, the **National Strategy for Circular Economy**, to be approved by 2022 and the **Climate Law** which is currently under discussion of the Parliament.

3. Explanation of the policy recommendations made by the experts

With the goal of contributing to the realization of a future shaped around environmental and social sustainability, all the recommendations listed below should find their place - in addition to the specific policies suggested below for each recommendation - in national strategic documents on these issues, such as the National Strategy for Sustainable Development or the PNIEC.

Housing

1. Domestic Energy Tutor

Introduction of a domestic energy tutor to provide support for domestic energy savings (including information on accessing incentives for energy efficiency, information on replacing appliances for lower energy consumption, etc.), who has the following characteristics:

- Calibrated on the real needs of households and available in a widespread manner on the territory
- Both desk services and - above all - door to door services are needed. The latter must be based on a census of the target group (vulnerable people identified based on some specific parameters), with whom the tutor comes into contact in a proactive manner, also thanks to the dialogue with other subjects active on the territory (social services, local authorities, third sector, etc.)
- Connected to the territory to establish a relationship of trust with the target group (the tutor, to provide adequate support, must have access to homes and/or information about people's homes). In large cities, territorial proximity and trust relationship can be ensured by operating on the scale of neighborhoods, where reference centres for tutoring, mediation and socializing can be introduced



- Trained specifically for this role and with certified skills (technical, social and intermediation)
- Coordinated at the local level, but according to the peculiarities of the area in which it operates, it can be managed directly by the public administration or entrusted to third parties, for example to third sector entities rooted in the territory

The introduction of this service also has a positive impact in terms of employment, since it requires the development of new green professionals.

Recipients

- Government members
- Members of the Parliament
- National Energy Poverty Observatory, recently introduced by Ministerial Decree No. 210 of November 8, 2021, Ecological Transition Ministry

Regulatory context in which to frame the recommendations

- National Climate Act (under discussion)
- PNIEC Climate Social Plan
- Any future emergency decrees on energy pricing reform
- National Sustainable Development Strategy
- Timing: ideally operational from January 1, 2023

Who pays for the tutor

- Contribution from energy companies through a levy on extra profits, as indicated by the European Commission in the draft RePower EU plan of 08/03/22 (companies can also take advantage of the tutoring as it reduces the risk of arrears and promotes the recovery of a social function of energy companies)
- Carbon-tax
- European funding (Renovation Wave, European Structural Funds)

2. Multidimensional Shared Indicators for Energy Poverty

To provide effective responses to the needs of the most vulnerable groups in the field of energy, it is necessary to have new multidimensional indicators capable of providing a timely snapshot of energy poverty situations. Building these new energy poverty indicators requires that:

- They are set in the territorial context, in which energy poverty is measured



- Are aligned with the multidimensional indicators for energy poverty already proposed by EU – Recommendation (EU), 2020/1563 of the Commission of October 14, 2020, on energy poverty – and developed, refined and monitored by the National Observatory on Energy Poverty at the Ecological Transition Ministry (Introduced by Ministerial Decree No. 210 of November 8, 2021), in which analyse the EU proposal of indicators, updating and adapting them to the national context
- They are structured in dialogue with other entities, including those organizations that own the data needed for the processing and use of the indicators, such as the Bank of Italy and the multi-utilities (both collecting data on poverty and energy-related issues).

Recipients

- Ministry of Labour and Social Policies
- Ministry of Ecological Transition
- Bank of Italy

Regulatory context in which to frame the recommendations

- National Climate Law (under discussion)
- PNIEC Climate Social Plan
- Legislation transposing Directive 2019/944
- National Sustainable Development Strategy

Mobility

1. National Coordination Structure for Mobility

To foster an equitable approach to mobility transition, the introduction of a national coordination structure to deal with planning and coordination of mobility policies is a priority. Specifically:

- This structure could take the form of a new Ministry - the Ministry of Cities - or, more easily, be inserted within an existing ministry, such as the Ministry for Regional Affairs and Autonomies
- This structure should also have the function of enhancing and bringing into dialogue existing initiatives to promote sustainable mobility, such as the Covenant of Mayors and the PUMS (Urban Plan for Sustainable Mobility).

Recipients

- Government members

Regulatory context in which to frame the recommendations



- National Sustainable Development Strategy
- PNIEC Social Climate Plan: forecast of the measures that will be implemented by local governments

2. Access to Mobility Data

To provide more effective responses to the demand for mobility, including that of the most disadvantaged groups, it is necessary to ensure that the relevant public authorities have access to data on transit flows.

Mobility data already exist today and are largely digital, but it is necessary that the companies that collect them - those that manage public transport, for example the national rail network, or local transport networks, but also telephone providers (e.g. TIM, Wind, etc.) and big tech (such as Google) that offer and use geolocation services and traffic flow tracking - make them available to the competent authorities, so as to allow an analysis of demand, ensuring better planning and grounding of mobility services.

The need to ensure the accessibility of environmental protection data is supported by existing national and international conventions and codes, such as the Aarhus Convention and the Italian Environmental Code.

To ensure the adoption of this recommendation in accordance with the objectives of the Italian Digital Agenda, the principles of privacy and fair competition of operators in the market, protecting the freedoms and rights of users, it is also necessary to involve the following actors: Italian Data Protection Authority, the Agency for Digital Italy (AgID), Agency for Guarantees in Communications (AGCOM).

Recipients

- Ministry of Infrastructure and Sustainable Mobility
- Ministry of Technological Innovation and Digital Transition
- Ecological Transition Ministry
- Regional Agencies for Environmental Protection

Regulatory context in which to frame the recommendations

- EU Data Interoperability Directive
- PNIEC



4. Communication to target groups

The issue of communication to the target group, was not specifically addressed in the meetings, but anyway, communication was a key cross-cutting element during the experts' discussion, from different angles. Key suggestions from experts are reported as follows.

- The accessibility to balanced information from the citizens was described as a pre-condition to almost every action aimed at rendering the energy transition process fair for all. The experts often mentioned a “cultural” and “knowledge” dimension of the energy transition, meaning that it is often hard, especially for vulnerable people, to access the information on the incentives introduced by public authorities and embark – for example – in the bureaucratic procedures required for energy efficiency funding. To solve this issue, information needs to be open, accessible, and distributed in a pro-active way by local public institutions, for example introducing new professionals as energy tutors targeting specific groups (see recommendation 1).
- Experts also raised another crucial aspect for a proper communication in the energy transition: policies aimed at reducing energy poverty (e.g., incentives for energy efficiency, subsidies, discounts on public transport tickets, etc.) should be paired with communication strategies to inform that energy usage should be reduced anyway (e.g., spending less thanks to high efficiency lamps, doesn't mean we don't have to pay attention to turn off the light when there is no need to use it).
- Strategic communication to boost sustainable behaviours and choices is to introduce easy ways to measure energy consumptions (in terms of both energy savings and money savings), to make more tangible the environmental and personal economic advantages of the transition.

5. Additional findings and recommendations from the experts

Experts strongly appreciated the goal of the FETA project and agreed on the need of involving vulnerable people in the discussion on how to make the energy transition fair for all.

Starting from the citizens input, the experts shared and discussed a lot about concrete ideas for potential public measures for a fair transition to be introduced. The list of the measures collected have been then prioritized and four of them have been transformed into complete draft policy recommendations (see paragraph 3). Key priorities raised by experts responding to the focus groups results with citizens that were not entirely included in the four final recommendations are listed below.

- HOUSING



- A lot of vulnerable people live in rented accommodation and can't make - independently from landlords - energy-related choices regarding their apartments/houses (for example structural energy efficiency interventions). Experts raised a series of propositions to overcome this barrier: establishing mandatory minimum standards in terms of energy efficiency to allow renting; introducing obligations for owners to use part of the rent to improve the energy efficiency of the building/apartment; providing information on the opportunities for energy efficiency interventions and assistance for both owners and tenants (also introducing energy tutors at the local level, see recommendation 1).
 - Energy cost, energy-related incentives, and other actions (for example the deletion of the system's charges) should be proportionate to the income of the recipients. Indiscriminate all-around distribution of this kind of benefits can be a waste of public money and should be carefully re-considered.
 - The replacement of household appliances characterized by high energy consumption should be accurate in terms of access to incentives, safe disposal of domestic devices, explanations on the importance of responsible usages of any kind of equipment (even if not energy intensive). Furthermore, a public campaign for a proper maintenance of domestic devices already in place could be developed.
 - Incentives for energy efficiency should be presented as an opportunity to counterbalance the increase of energy prices in the future. Public communication should be focused also on the benefits of energy efficiency in terms of economic savings and easy ways to measure energy consumptions (in terms of both energy savings and money savings) would make these advantages more tangible (see also the paragraph 4 on communication to target groups).
- TRANSPORT
 - As a general comment, the experts agreed that the combination of environmental and social issues in the field of mobility and transport is less advanced from a cultural and political point of view if compared – for example - to housing. At the same time, it is extremely urgent to rethink Italian approach and plan to mobility, which should be focused on citizens' needs.
 - To build this new approach, two main actions need to be introduced: move beyond the private property of cars, which is extremely common in Italy, and replace the “big bus model” with the “sharing mobility model” (e.g., strengthening the distribution of transport sharing services in the cities, which is now more present in some areas of the city, typically city centres).
 - To render the transport more flexible and to better shape public transport services, the access to data is fundamental (see recommendation 4).



- In cities, urban planning and commuting need to be intertwined with one other, so to guarantee effective services and “the last mile”, especially for those living out from the city centre/other crucial centres. For an effective transport system, mobility interventions should be better planned and coordinated (e.g., PUMS – Urban Plans for Sustainable Mobility – should be mandatory).
- In remote rural areas, where public transport can’t be capillary distributed, infrastructures for electric cars usability also need to be guaranteed.
- As it is for the housing sector, incentives, reductions, and costs should be proportionate to the citizens’ income and should also depend on the sustainability of the means of transportation. Specific vulnerable groups should be identified among the whole population as targets of discounts on transportations fees and a “positive discrimination” should be introduced for those traveling from/to peripheral areas (the more you travel, the less you pay).
- It is important to raise awareness around the fact that electric vehicles do not solve the problem and impacts of the environmental impact of these means of transportation also depends on how the electricity they use is produced (i.e., information from energy suppliers on how energy is produced should be available).

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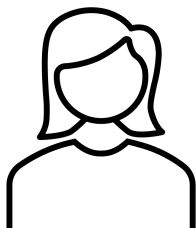


Annex 3

Personas – Italy



FETA Focus Group Personas



Quote: „All the prices are going to raise now, both gas and electricity“

Personal details

Name: Vera

Age: 28

Employment status: domestic service

Location (rural / urban): urban

What does he/she need for the energy transition to be fair?

- Decentralize the heating system so to avoid waste of energy (and money)
- Safer bike lanes
- Public transport are working good, but should be green
- More information on green solutions/more communication and shared knowledge on the opportunities of the transition

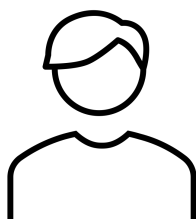
What does he/she think about the energy transition?

- Environmental issues are a priority
- Everyone should contribute adopting responsible behaviours
- Carbon tax revenues should be used for actions for the environment

What kind of challenges does he/she face in everyday life?

- Maintaining her job/working enough
- Bureaucracy
- Rent and energy costs (living costs in general)

FETA Focus Group Personas



Quote: „If it all works... at first glance, damn, this is a fairy tale! The fairy tale you tell children, that is too good to be true“

Personal details

Name: Nino

Age: 50

Employment status: unemployed

Location (rural / urban): suburban

What does he/she need for the energy transition to be fair?

- Better coverage of public transport
- Lower costs of public transports
- More easy procedures to access the incentives already present
- New green jobs opportunities

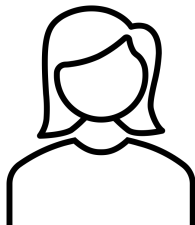
What does he/she think about the energy transition?

- He thinks that a better environment would be beneficial for everyone (also considering the high pollution rate in his city)
- He has a strong distrust in public insitutions that are in charge of implementing the transition
- Carbon tax is a way to make citizens pay instead of big polluting companies

What kind of challenges does he/she face in everyday life?

- Find a job
- Clean environment
- Pay the rent
- Pay the energy bill
- Guarantee a proper instruction to his children

FETA Focus Group Personas



Quote: „If only one is left behind, there is no justice“

Personal details

Name: Nora

Age: 40

Employment status: housewife

Location (rural / urban): rural

What does he/she need for the energy transition to be fair?

- Ways to save energy (increase the efficiency of the house)
- Efficiency incentives that are beneficial also for people that pay the rent
- More accessibility to knowledge to take action
- Increase the public transport coverage
- Incentives for electric cars

What does he/she think about the energy transition?

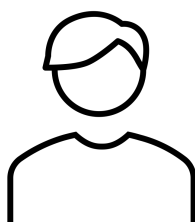
- She is curious to know more (e.g. on the role that hydrogen might play in the transition, on the disposal of photovoltaic panels, etc.)
- She thinks that the transition might be beneficial also in terms of relationship among people (i.e. a „slow“ way of life, more „human“ like it could be for children using pedibus)
- She thinks that everyone should be involved in the transition process

What kind of challenges does he/she face in everyday life?

- Social inclusion
- Accessing health services (and public services in general)
- Good infrastructures (including internet connection)

**FAIR
ENERGY
TRANSITION**
for all

FETA Focus Group Personas



Quote: „Do you know how much it would cost to charge the electric car compared to fuel?“

Personal details

Name: Luigi

Age: 79

Employment status: retired

Location (rural / urban): urban

What does he/she need for the energy transition to be fair?

- Higher coverage of public transport
- Easy procedures for accessing incentives
- Clear information about new energy technologies and new household appliances

What does he/she think about the energy transition?

- He thinks that action is needed because the climate is clearly changing
- He thinks that there is a responsibility among generations
- He asks if green technological solutions are all actually green (e.g. hydrogen, solar panels)
- He is afraid that unforeseen costs for some technologies could come up and if they are easy to adopt and use (e.g. heating pumps)

What kind of challenges does he/she face in everyday life?

- Accessing health services
- Digital divide
- Security (including fraud)

**FAIR
ENERGY
TRANSITION**
for all

Annex 4

Results of FEF – Italy

Recommendations and commentary¹¹

I. Domestic energy tutor (12 votes)

Comment 1: This recommendation is very much appreciated in the door-to-door form. On the contrary, the help desk service is far less convincing due to the accessibility problems typically experienced with public offices (long queues, waiting lists, bureaucracy).

Comment 2: This recommendation works if the tutoring service is highly accessible and available, fast and free of charge. It should have a widespread distribution (possibly close to social housing contexts) and guarantee continuous assistance.

Comment 3: Tutors should be transparent, fair and neutral (as energy informants, they should do the interest of the citizen "as the doctor does for the patient", and should not be guided by commercial interests).

Comment 4: The tutor should be properly trained, prepared and knowledgeable about the relevant legislative and regulatory framework and the available incentives.

Comment 5: Communication must be timely (e.g. citizens must be updated about bonuses and incentives in time to produce the necessary documentation before the application deadline) effective and reach all citizens, not only those who are already informed and have initiative.

Comment 6: The tutor should not only have technical skills but also relational, communicative, linguistic skills (easy and accessible language even for non-Italian speakers, availability, patience and professionalism).

II. Multidimensional Indicators for Energy Poverty (12 votes)

Comment 1: Energy is a 'common good' that should not be subject to the laws of the free market: its cost must be equal for everyone in the country. Energy poverty and related incentives should be assessed on the basis of a minimum energy rate that is common to all the Italian regions (while, at the moment, the cost of energy varies from region to region and depends on energy suppliers).

Comment 2: This recommendation raised an issue that had already emerged in the focus groups, the conflict between tenants and homeowners: the former experience the latter as an obstacle to energy efficiency improvements in their houses.

¹¹ Recommendations are presented as prioritized by citizens: each participant expressed a preference by allocating two sticky points on the flipchart with recommendations. Voting ended up with two ex aequo: 12 votes for the two recommendations on housing, 6 votes for the two recommendations on transports.

Comment 3: The health status should be a further element to be taken into account when defining energy poverty (health conditions such as asthma or the use of medical devices may lead to special energy needs).

III. National Coordination Structure for Mobility (6 votes)

Comment 1: There is a public transport efficiency problem regardless of the scale of the coordination (local, regional, national).

Comment 2: When implementing this recommendation, environmental sustainability must be taken into account.

Comment 3: The cost of tickets must be proportionate to the user's income.

Comment 4: The cost of tickets may vary according to time slots (more expensive for off-peak times).

Comment 5: This recommendation is fair only if the public transport service meets the needs of disabled people, both in terms of accessibility and mobility habits.

IV. Access to mobility data (6 votes)

Comment 1: The collection of mobility data is very important for the implementation of an efficient transport model.

Comment 2: How to collect online mobility data from elderly people (digital divide)?

Comment 3: This recommendation should be implemented by differentiating modes of data collection: not only through digital sources, but also face-to-face survey to gather data from people who do not have access to the Internet ("transport tutor").

Comment 4: The data already collected by information points in stations and other strategic mobility locations are not invested in improving public transport services at the moment.

Comment 5: A coordination with the school calendar is necessary too.

Comment 6: Access to mobility data could also ensure a better location planning of charging stations for electric vehicles, avoiding random placement.

Summary and observations

1. When discussing the recommendations, what were the topics/issues that mattered the most to the participants? What was the relevance of fairness and how was it discussed?

In continuity with the results of the Focus Groups, the two key themes that shaped the discussion on fairness with regard to the recommendations were accessibility and the idea of community. Alongside the need of affordability, practical accessibility, and cultural accessibility of information and participation, the Focus Groups' discussion centred on the idea of a 'social transition', which envisages new forms of solidarity and

assistance and works to leave no one behind, facing exclusion, inequalities and social injustices. These themes recurred in the FEF, and in this sense we understand the term 'community', meaning the need to share, help and include everyone expressed again by the participants. The community emerged as a powerful tool to ensure inclusion and accessibility and guarantee a fair energy transition in some significant issues:

- 1) the non-technical skill set of the domestic energy tutor: human, relational, communicative qualities, reliability and trustworthiness are fundamental to the participants and underpin the accessibility of the service. The idea of a figure who is able to communicate and give support, including actively tracking down people who might need help, outlines an idea of 'networking' that leaves no-one excluded.
- 2) with particular reference to energy poverty indicators, the definition of energy as a common good is strongly linked to the concept of community and sharing, but also of accessibility, advocating the idea of a resource that should be outside the market exchange, and whose cost should be aligned throughout the country.
- 3) the focus on non-digital data: not having access to the Internet and not producing digital mobility data can represent a condition of exclusion that needs to be addressed, e.g. through face-to-face surveys.

The theme of a fair change that is not just about energy, but about society and being a community, also arose in the final video interview with one of the participants of the FEF, who emphasised the importance of sharing, inclusion and involvement of all categories of citizens.

As emerged in the Focus Groups, the lonely elderly and the unemployed are confirmed as the most vulnerable and disadvantaged groups also in the discussion around the recommendations. Moreover, a special attention for the disabled arose from the FEF's discussion, particularly around the topic of transport.

Overall, the discussion on the recommendations pointed out the importance and complexity of personal, relational and qualitative aspects of the proposed services and actions, and in the assessment of energy poverty, beyond purely technical and quantitative aspects (specialist knowledge of the tutor, big data, figures of income and economic situation indicators).

2. With regards to the flashlight feedback, what were the main points the participants expressed?

No negative comments were made on the FEF. The reflections of the participants relate to a sense of sharing everyday problems, experiences and ideas (even with people from other territories, in the meeting Milan/Bari), the acknowledgement of the importance of being involved and engaged as citizens, along with the hope that the work done will reach policy makers (see the following quotes).

"In the first focus group there was a lot of anger, a sense of conflict with the State, with society in general, today instead I honestly feel a sense of sharing, because we saw that the problems are a bit common to the whole of Italy, let's say we don't feel as abandoned as we were in the last meeting" (FEF, P3 from Bari, southern Italy).

"It is a good thing that we as citizens have been consulted, that it is not only the leaders that make the decisions, at least our indications, our priorities will be taken into account, I hope!" (FEF, P12).

"They [people working in the project] have taken ideas, they've managed to bring them together, they'll expose them to outsiders, let's hope that, maybe not everything, but a smidgen will arrive!" (FEF, P13).

3. What are the key take-aways of the last session on communication (buzz words, narratives, arguments)?

A key point that emerged in the final reflection on fairness and communication of recommendations concerns the necessity to include everyone, even those whose needs are not usually considered. Reasoning on Recommendation 3 on public transports, one participant noted how exclusion and marginalisation begin with not being able to move.

Another issue is the difference in the quality of public transport between northern and southern Italy: it is necessary to standardise and adequately serve all territories, not just tourist cities, because "there are no first-class citizens and second-class citizens" (FEF, P1).

A final reasoning concerns the efficiency of our welfare state: there are people who do not have access to aid (because they are not aware of it, they do not meet all the requirements, they do not have a low enough income), but they make sacrifices to make ends meet: these recommendations could help them (see the full quote below).

"When we talk about poverty, we always think of the worst thing, not having a home. But it's not just that, it's also just having to decide to pay the bill instead of the rent, because if you don't pay the bill you don't have electricity and gas and you can't live, you can try to delay paying the rent but then you get behind. Those are things you have to think about, because many people have to make sacrifices on expenses regarding housing, but also food, money for education if there are children, money for transports... These recommendations help to better manage the situation, because everyone has the right to live in dignity, and already having to choose what to spend and what not to spend on, on things that are necessary for people's lives, that already is not okay... We have a system, the welfare state, to provide opportunities and access to all people, but right now it's not very efficient because there are people who are not able to access certain types of aid, because maybe they are not informed, because they don't have all the requirements, and it's fine that there is a threshold for the income and economic

situation, below that threshold it's fine [you get aid], but there are people working and living in the same house who struggle to make their money stretch to the end of the month... We need to start thinking about that too." (FEF, P1).

4. How did you as the facilitator perceive the participants' satisfaction with the overall participation process and their role in it?

As facilitators, we noted a great satisfaction of the people involved with the participative process. As emerged in some contributions and during the flashlight feedback, and as confirmed by the post-FEF questionnaires, the participants appreciated the opportunity to share experiences and points of view, to discuss with people from different backgrounds, to learn new things and to reflect on concrete problems related to the energy transition.

"They called me twice, it means that my opinion matters, it is satisfying": participants valued the involvement of "ordinary citizens", that their ideas were taken into account, that they "had a voice" and they could be "perhaps promoters of change". One participant defined the process, "starting with the citizens and ending with the political leadership", as a "great tool for democracy".

With the FEF we noticed a sense of belonging to the project demonstrated in the commitment and participation (some participants were from southern Italy and took a plane to come to Milan) and in the pride of contributing: "each of us gave up something to be here today, being part of this project makes us proud!" (FEF, P2).

Overall, we perceived an increased awareness of the topics of discussion, but most of all of their role as citizens whose voice counts.

5. Compared to the Focus Groups, did you notice any changes in the participants' willingness to engage? Did you notice any changes concerning their attitude towards energy transition in general and their trust in the process?

In the Forum we found again a very high desire to participate and debate, but also the same mistrust in national politics and institutions that was recorded in the Focus Groups. Participants expressed their doubts about the feasibility of the recommendations, the ability to realise them and the good faith of the relevant authorities. Widespread suspicion of 'shenanigans' persists when imagining their implementation (see quotes below).

"The fish always rots from the head down" (FEF, P4) is the eloquent comment of one participant who identifies the political class as the problem, suggesting unclear interests behind the big bus model.

"If you don't have the initiative you die at home and nobody comes to see you" (FEF, P2).

"The state incentivizes, but then backs off, it makes it impossible for everyone" (FEF, P3).

"Politicians don't listen to us, they will never listen to us" (FEF, P5).

"How do we know there are these tutors?" - "They will write it small on the bill, so that nobody notices!" (FEF, P2).

The role and responsibility of the individual citizen, beyond State and politics, for a fair energy transition was a theme of the Focus Groups that returned in one of the two short interviews recorded at the end of the FEF.

6. Did you notice any changes in the discussion with regards to the war in Ukraine? How did it influence the discussion?

The war did not influence the discussion as it was not explored in any depth, but only briefly mentioned, with one comment expressing further concern over rising energy costs and worsening energy poverty related to the Ukraine crisis.

A participant mentioned electric car market crisis after the rise in the cost of electricity.

7. Anything else

Strong need for the "last mile" service in public transport.

Importance of measures to tackle high energy prices (e.g. €9 monthly tickets for public transport in Germany to combat rising petrol costs).

Notes on participants: the group consisted of 11 people from Milan (northern Italy) and 7 from Bari (southern Italy), and represented the greater variety and multiculturalism of Milan's social fabric compared to the city of Bari.

Since the pre-activity questionnaires used for the Focus Groups were not administered for the FEF, we do not have precise data on age, education and other personal information on the participants.