



Actions to Mitigate Energy Poverty
in the Private Rented Sector

Nanda Vrielink
Center of Expertise Smart Sustainable Cities
HU University of Applied Sciences Utrecht

INSIGHTS AND INNOVATIONS IN ENERGY ADVICE – ENERGY BOX PROGRAMME

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AGENDA

- Energy Box approach
- ENPOR research
- Advising energy poor households: challenges & interventions
- Training Energy coaches
- Conclusions and recommendations

ENERGY BOX APPROACH

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Letter

2

Sign up

3

Box and advice

4

Advisory report



SOME NUMBERS

**Active in 19
municipalities**

**Average grade
in evaluations:
8,1**

**Average savings per year:
257 Kwh (= 10%)**

**More than 46.000 residents
reached since 2014**

**120+ energy coaches
trained**

ENERGY BOX APPROACH

What's in the box?

- Two LED lights
- A power strip with on/off switch
- Radiator foil
- A shower timer
- A thermometer (for fridge/freezer)
- A feed-through plug with on/off switch
- A time switch
- Weatherstrips
- A mailbox draft barrier (if needed)



ENERGY BOX APPROACH

Who is the energy coach and what does he/she do?

- Often **long-term unemployed people**
- Receive special training from Energy Box
- Door-to-door visits, visit by appointment or by phone
- **Obtains information** about current state of the house and measures taken
- **Gives advice** on (small) measures to take or behaviour to change
- Afterwards: advisory report with personal energy saving advice



Financed by:

- Municipality (homeowners)
- Social housing corporations (tenants)
- Private investors (private tenants)

Landlords hard to reach!

Research approach

- Surveys amongst citizens
- Observations and interviews with energy coaches and citizens
- React groups with multiple stakeholders
- Special focus on specific energy poor target groups (migration background, students)



ADVISING ENERGY POOR HOUSEHOLDS

Challenges & interventions

Language

- Communication means translated
- Diversify pool of coaches

Trust

- Making use of local networks
- Shorter visits, at-the-door, group meetings

Multiple problems

- Cooperation with local social organizations
- Multiple visits

ADVISING ENERGY POOR HOUSEHOLDS

Challenges & interventions

Long-term effects

- Multiple visits
- Low-key and visual report

Sensitivity of coaches

- Training coaches
- Exchange of knowledge & experiences

TRAINING ENERGY COACHES

Training of energy coaches

- Effective conversation techniques
- Sensitive communication with energy poor households
- How to stimulate behavioural change
- Roleplaying games
- Exchanging experiences

Personal goal setting
Listen, summarize and question
Autonomy
No judgement
Empathize
Trust



Advising energy poor households

- More focus on reaching energy poor households in the last years
- Long-term unemployed coaches are closer to target group
- ENPOR research has led to multiple interventions:
 - Diversity and training of coaches
 - Communication means
 - Making use of local networks, social organisations
 - Low-key approach, multiple visits

TRUST is key!