

Energy service supporting business models and systems

Annex 0

Operating Agents

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1. Summary

In this task (which ends April 2021) we analysed multiple case studies on innovative energy service business models in Sweden, The Netherlands, Australia and Ireland. The services we focus on range from microgrids, community virtual power plants, community sustainable districts, light as a service, PV as a service, demand response and flexibility services, to heat as a service type of business models. The research questions are:

- ✓ how do these innovative energy services fare in terms of successful uptake and or scaling up?
- ✓ how are their business models and entrepreneurial journeys shaped by the institutional context and other system factors, especially by the specific characteristics of the energy transition context they operate in, and vice versa?
- ✓ how do these enterprising stakeholders deal with the system around them, and how are dynamic capabilities (sensing, conceptualising, orchestrating, scaling and stretching) impacting on their journey in the context of the energy transition?
- ✓ And finally, what are system conditions that either limit or facilitate the flourishing of energy services, especially those that are potentially important for the energy transition; and what instruments or other means are available to meet these needs, or need adjusting or need to be developed?

2. Emerging Key findings and pathways to impact

In the past months we have worked on two specific findings:

1. Learning about the specific capabilities of institutional entrepreneurs and transferring this into skills training formats.
2. Learning about the specific characteristics of the energy system in transition and transferring this into a dialogue tool for system players to encourage them to become more service supporting.

Pathways to impact that we worked on in the last six months are:

For policymakers and system stakeholders:

- We successfully ran a workshop to deal with the conflict of paradigm issue in collaborative processes in Sweden (2x) and Ireland and Australia (tbc).
- We finalised the platform called www.fittoserve.eu. On this platform we present all the cases of the two phases of this Annex, provide recorded webinars and of course all the publications, and not in the least provide recommendations for policy makers on how to support the different types of entrepreneurs we studied.
- We wrote a final report on the story of our Annex. A report describing all the work, the findings, the recommendations.
- TCP academy webinar on the findings from this Annex.
- We are panellist on service supporting systems at the International Energy Research Center Conference.

For academia:

- We published an extensive literature review report on entrepreneurial capabilities and institutional entrepreneurship.
- We published a report (master thesis) discussing three of the Institutional Entrepreneurship cases in Australia, Ireland and the Netherlands in depth using a newly developed model for Institutional Entrepreneurship.
- We wrote a book chapter for a book on Business Models for Sustainable Transformations. The book is edited by Annabeth Aagaard, Florian Lüdeke-Freund, and Peter Wells. Our chapter was accepted and the book will be published early 2021.
- We presented the Annex at the New Business Model conference 2020. For this we wrote a short paper and created a short movie.
- We led a session on business models in the energy transition at the Sustainable Places conference, and of course present our work. The conference takes place in the same week as the exco meeting. A short paper was accepted for this conference and we have been asked to submit a manuscript to the Building Journal. We are considering if this is the best journal for our work.
- Ruth Mourik has been asked to take a seat on the scientific committee of the next BEHAVE conference in spring of 2021, and will lead the panel on business models. An extended abstract has been submitted and accepted on the Annex work.
- We are panellist on service supporting systems at the International Energy Research Center Conference.

For entrepreneurs:

- We collaborated through Ruth and a colleague of Renske with a Dutch acceleration programme to develop and pilot a skills programme for transition entrepreneurs. This programme has become available for reproduction in 2021.
- Based, amongst others, on the input from this Annex on entrepreneurial capabilities, and through Ruth's connection to an upscaling programme by the Dutch Topsector Energy, Ruth is continuing with developing a

3. Objectives for the last six months

The objective for these last six months was to finalise all outstanding actions.

Experts meetings/seminars/conferences held in past six months

No expert meetings were held in the last six months gathering all experts. We did have individual contact with our experts.

Seminars/Conferences

Date	Place	Participants	Type of meeting	Government	Industry	Academic
November 2020	Online-Sweden	6	Workshop with relevant stakeholders	X	X	X
December 2020	Online-Sweden	6	Workshop with relevant stakeholders	X	X	X
January 2021	Online-International	50+	Users TCP academy webinar	X	X	X

February 2021	Online_Ireland	6	Workshop with relevant stakeholders	X	X	X
April 2021	Online-International	?	BEHAVE Conference	X	X	X
April 2021	Online_Ireland	?	Panelist on annex at IERC Conference	X	X	X

Reports produced in the past six months

See pathways to impact above.

4. Objectives for the next six months

Our Annex officially ends April 2021.

5. Outreach

See above.

6. Ideas for new work

NA

7. Finance

All the payments have been received. In terms of staff costs we spent a 100%. The travel costs that were left over due to COVID were transferred to staff costs.

8. Activity Time Schedule

Annex has ended.

9. Matters for the EXCO

Recommend the ExCo to approve the Annex Status Update Report and final output.

10. Participating countries

Netherlands, Sweden, Australia, Ireland