



Hard-to-Reach Energy Users

Expert Survey Results

Phase 2 Subtask 2 – Energy Justice Landscape & Stakeholder Analysis

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Background

This expert survey was part of the DISCOVER phase of our Building Blocks of Behaviour Change (Karlin et al, 2021) research methodology. It forms the initial *stakeholder assessment* during a kick-off workshop at the BEHAVE 2023 conference, which was complemented by the first *hui* [workshop] in Boston (June 6, 2024), and 3-5 stakeholder interviews per participating country which followed after the case studies were chosen (following the *landscape analysis*). The overarching findings of the Landscape and Stakeholder Assessment were Milestone 1 in Year 1 of Phase 2 Subtask 2 of the HTR Task, and can be found in our *Unintended Consequences Report* (Rotmann et al, 2025).

The survey was run by [CEE via the survey platform Qualtrics](#) and was open from November 2023 to the end of March 2024 (we re-opened it in September to include more CEE members from North America). The survey was publicised at the 2023 [BECC](#) and [BEHAVE conferences](#), as well as via our expert networks, including the [Fuel Poverty Research Network](#) and NZ's [Energy Hardship Reference Group](#). In Sweden, the survey was translated to Swedish and administered in person to regional energy programme managers by our Swedish National Expert, Dr. Ann-Sofi Kall. It was initially analysed by our New Zealand National Experts at the Electricity Authority, with the final analysis undertaken by the Task Leader. We present the combined findings here, in addition to pointing out any significant deviations between the Swedish and international experiences.

Findings

Survey participants

72 experts from 16 countries participated in the survey, five of whom decided to remain anonymous. Six surveys (12%) were not fully completed. Twenty of the respondents came from Sweden, nine from Aotearoa New Zealand (NZ), eight from the United Kingdom (UK), seven from the Netherlands and the United States (U.S.), three from Canada, two from Italy and Portugal, and one each from India, Afghanistan, Spain, Belgium, Austria, France, Chile, Scotland and Hungary.

When asked “*In your work, do you have a requirement to address energy (in)equity and (in)justice?*” **61% overall said yes**, and **39% said no**. However, the Swedish answers skewed these results, as **80%** of Swedes answered **no**, compared to only **22%** of other country respondents. When asked to select what form this work took, the majority of respondents selected “programmes”, followed by “other” and “policy” (Fig. 1). None of the Swedish experts chose regulation or mandates. Those who answered “other” gave as examples:

“I am a policy researcher whose work is focussed on understanding lived experiences of domestic energy policy and how it lands differently across social groups, places and even within households.”

“National and European projects. PhD research.”

“Consulting to the energy and housing sectors on issues of affordability and equity of access.”



“Assisting collective members (project partners and end users) to work collectively to improve houses and reduce energy poverty.”

“Research and awareness raising in energy poverty and justice.”

“I don’t have requirements for it, but I see it as an important part of my mission. I’m seeking projects within the area but haven’t found financing.”

“Equal treatment policies in municipalities.”

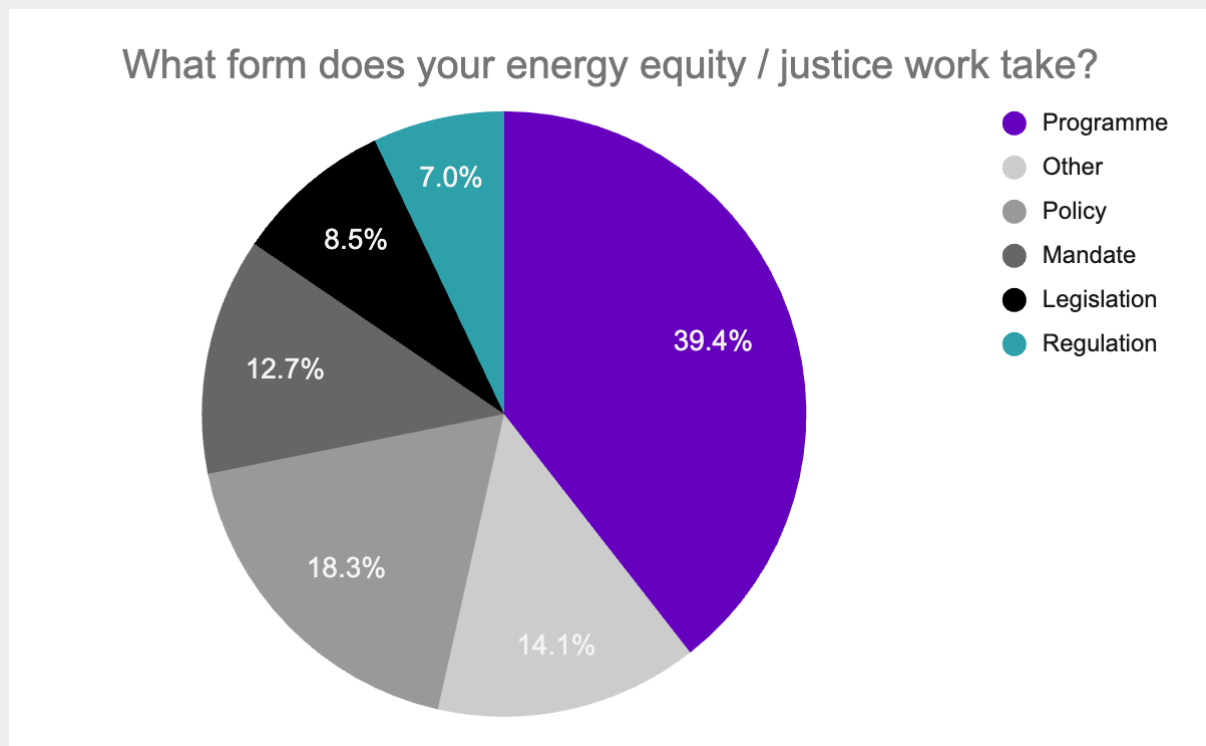


Figure 1: Percentage breakdown of what form participants equity work takes

When asked *“Have you worked on energy equity / justice issues in the past?”*, **70%** answered **yes**, and **30% no** (the Swedish answers weren’t that dissimilar, with **60%** answering yes). Examples for the very diverse types of work respondents did were:

- *Community and industry pilots into hidden hardship*
- *Load flex (demand flexibility)*
- *Indoor thermal resilience for vulnerable population*
- *Energy affordability and control in the home*
- *Definition of energy poverty for Chilean public policies, research on heating deprivation*
- *Fuel poverty (lived experience, landlord- tenant dynamics), hard to decarbonise homes and vulnerable occupants, social and cultural implications of heating transitions, decarbonising off grid homes, improving energy literacy etc.*
- *The energy transition in the built environment. Hard-to-reach energy users assessment. Energy poverty diagnosis and mitigation. Delivering energy support to vulnerable households through virtual and physical one-stop shops. Developing renewable energy communities. Engaging with middle actors*



- *I was focused on bottom-up actions to tackle energy poverty and on policy recommendations at Italian and EU level (through HORIZON projects)*
- *Housing quality (improving building code); housing affordability (as CEO of an umbrella org for the community housing sector); bill support (as employee of independent electricity retailer); community energy and resilience work with local council*
- *Energy efficiency and affordable energy for Māori housing*
- *Reducing energy poverty and improving housing in Indigenous communities, lower income, and underserved households*
- *Fuel poverty as a complex problem / 'folk first' solutions; technical issues (EPCs, etc); energy / built environmental policy generally*
- *Lots of research on fuel poverty in UK context and issues of equity within this*
- *Energy poverty/hardship - solution-focused work with households through NGO, public policy contributions*
- *I have written about the relationship between construction quality, building performance, and wellbeing of occupants, in particular, low-income occupants*
- *Healthy homes, Energy poverty, Community Energy, Energy equity/democracy*
- *UKRI funded COP26 Fellowship on Energy Justice. Regen project for Scottish Government on the role of local and community energy in a Just Transition.*
- *Reducing energy hardship*
- *Research into leveraging new innovations to deliver a just energy transition, particularly focussed on innovations led by local places and communities. Also exploring the justice implications of building energy infrastructure and shaping energy markets*
- *Submissions*
- *Energy poverty, justice in energy transitions, lack of access to the domestic energy supply, collective action*
- *Supporting the Energy Hardship Expert Panel as a member of the Secretariat. Also advising the Minister for Energy on energy affordability and energy hardship issues*
- *Addressing the underutilisation of energy efficiency programmes in Justice 40 communities*
- *Programme design and outreach strategies to remove barriers to communities of colour, rural communities and customers with low income. We have also been working on cultural competency for all staff, community engagement, and co-development of programme offers and co-delivery of services with community-based organisations.*

Hidden hardship responses

When asked to rank which groups they thought were most affected from systemic energy injustices, the responses were largely in agreement. The rankings based on average points (highest ranking = 10 points, 2nd highest = 9 points, etc., lowest five = 1 point each) are displayed below. We also indicate how many people ranked an item first, and provide some quotes for people's reasoning behind why:

1. **Low income / energy poor** (n=23): *"Householders in fuel poverty using no energy are being charged standing charges the same as a wealthy household using lots of energy. Fuel poor households are unable to uptake government initiatives like installing heat pumps, they can't afford to put the heating on so can't afford the install of a heat pump."*
2. **Homeless** (n=14): *"Homeless people are without access to life giving and enabling energy services so must come top."*
3. **Indigenous / First Nation** (n=8): *"In procedural terms, Indigenous and local communities are facing the results of neo-extractivism related to energy injustices. In a distributional perspective, the energy poor are carrying the mental burden for lack of access and quality."*
4. **Isolated elderly** (n=4): *"The most vulnerable are likely those with the least ability to influence their situation."*
5. **Ethnic and other minorities** (n=1): *"Ethnic minorities are always vulnerable and low-priority."*



6. **Chronically ill / mentally or physically disabled** (n=2): *“More vulnerable, poor finances (perhaps), and difficult to take action for themselves. Dependent on others.”*
7. **Geographically remote / isolated / rural** (n=2): *“Based on the accessibility to energy and/or new technology and the interest that market could have in them.”*
8. **Immigrants and refugees** (n=2): *“I think the most affected are those in / from poorer countries.”*
9. **Single parents and pregnant women** (n=1): *“Single parents (particularly women) and children are often overlooked in the context of energy injustice.”*
10. **Children** (n=2): *“Because Children and ill persons cannot voice their opinion well.”*
11. **Renters** (n=1): *“These are the groups I have worked the most with.”*
12. **Criminalised groups** (n=1): *“Because this is a group of people that, in the view of the public, does not deserve anything.”*
13. **Squeezed middle** (n=1)
14. **Small businesses** / home-based microbusinesses (n=0)
15. **Students, especially in large share flats** (n=0)

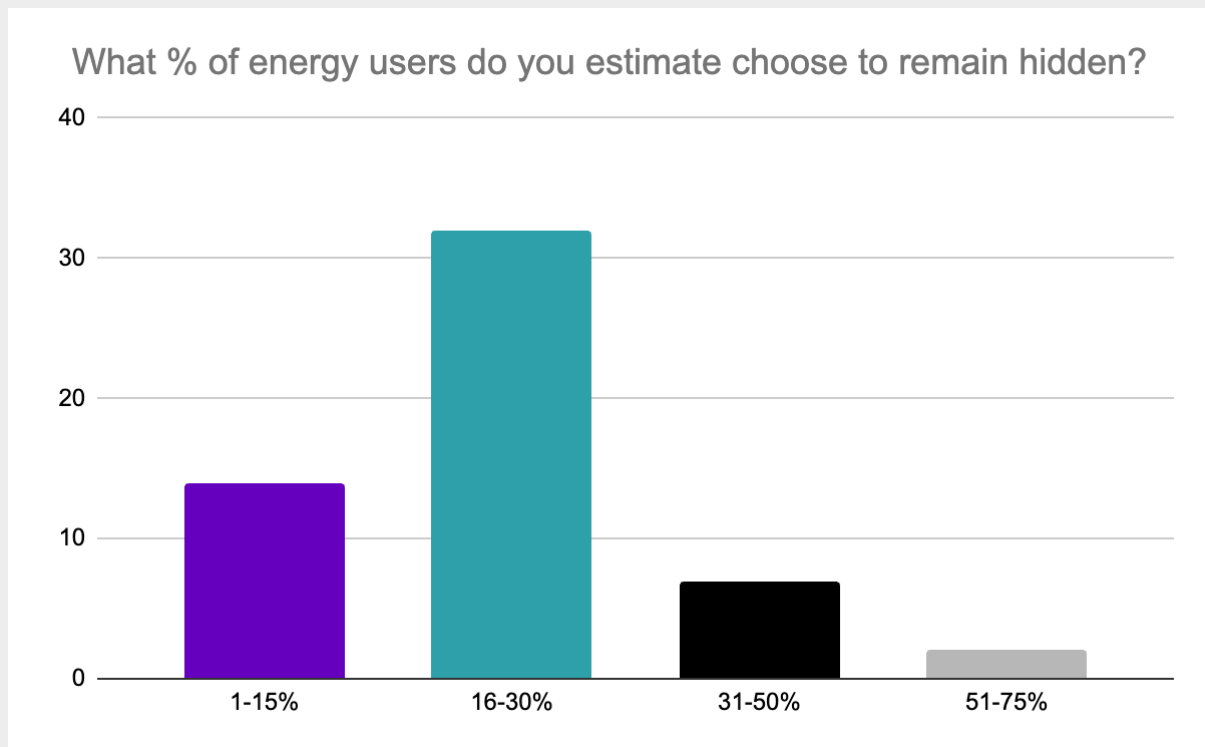


Figure 2: Estimates of % energy users who choose to remain hidden (note: the Swedish results skewed this somewhat, as the majority estimated 1-15%).

Quite a few participants based their estimates on how many energy users chose to remain hidden either on their professional experience (n=22), informal or anecdotal evidence from their organisation or colleagues (n=11), primary (n=5) or secondary (n=5) research, or their own lived experience (n=10). *“30% is probably high but I wouldn’t be surprised to learn that 20% of people fall within this category based on discussions with community partners who try to provide support to these households.”*

The main reasons why respondents thought energy users chose to remain hidden were:

- Distrust in / bad experiences with authorities
- Shame, guilt, embarrassment
- Stigma, pride, scepticism



- Fear (of consequences, landlord retaliation, immigration status and privacy concerns)
- Fear that data will be misused
- Lack of knowledge on what support is out there
- Bureaucratic barriers / lack of confidence dealing with them
- Stress / other life matters take precedence
- Low energy literacy
- No voice / power
- Not expecting any help
- Lack of interest / taking energy for granted
- Cultural beliefs around self-sufficiency / not wanting to be a burden
- Legal or infrastructural reasons
- Fleeing / fearing violence

“Remaining hidden is often not a choice but a result of lack of or poorly-designed support approaches that do not take in consideration the specific needs of certain population groups.”

“Our societal structure requires certain people to remain powerless. There is no genuine interest among those in power for more equality.”

“During COVID-19 vaccination drives with homeless whānau [families] and those in transitional housing, fear of attracting the attention of the government and of experts using data was often cited as a barrier to getting vaccinated or engaging with COVID testing and other support services. These are similar groups of people who experience severe housing deprivation in poor quality rentals and with low incomes - therefore at high risk of energy hardship.”

“Many reasons: lack of sovereignty over their lives (their data not others, not wanting 'govt' help, COVID was a bad rep).”

“Both poor tenants and rich landlords want to avoid interaction with tax authorities.”

“Mistrust of Government (including local) and/or corporations. Mistrust often 'earned' on a multi-generational timeframe.”

Engagement strategies

When asked which engagement strategies respondents found to be most effective when reaching out to hidden energy users, the following answers came up (in order of mentions):

1. Trusted community or frontline middle actors (n=32)
2. Word of mouth / peer-to-peer (n=32)
3. Visiting their communities, e.g. markets, events (n=26)
4. Personal outreach, e.g. door knocking (n=25)
5. Education / school outreach (n=19)
6. Energy efficiency programmes (n=9)
7. Financial incentives (n=9)
8. Mass marketing campaigns (n=7)
9. Social norming (n=7)
10. Debt collection / disconnection (n=2).

Some people also mentioned other successful engagement approaches (n=1): *“Energy and climate advisors conducting home visits encounter these types of individuals; sometimes they can provide personalised tips based on that individual's circumstances.”*



“Social services, budget, and debt counsellors.”

“Community health navigators are very successful in motivating folks to take action.”

“We are seeing success working with community organisations for a variety of reasons. We hear from customers that they are more trusted than utility or government programmes.”

59% of respondents said they have worked with community organisations in the past, however, this result was highly skewed by the Swedish municipalities (85% of whom said no). When the Swedish responses were removed, 85% of participants said they had worked with the community sector. When asked which organisations they had worked with, they provided a long list of examples:

- Churches, refugee and disability support services, social housing, financial mentors, insulation installers, Māori
- Cities and Community-based organisations (CBOs)
- Supported work environment organisation for people with sensitivities which make it hard to find and keep work
- Other third sector support agencies in Argyll and Bute
- Housing providers, technology designers
- Women heads of household programme, women neighbourhood leaders, immigration community forums
- Local net zero grassroots groups and other 'amateur' climate action initiatives, Off Grid Task Force, Churches etc.
- Local associations, social support institutions, arts and sports clubs, health and education organisations, local governments
- Food banks, community service agencies, organisations that support serious injury or physical barriers, employment and skills support organisations
- Mostly charities (e.g. San Vincenzo, Caritas) and consumers organisations
- Budgeting advisors. Social and health service providers. Housing providers. Directly as an independent electricity retailer
- Indigenous / Māori / Pacific Islands (Samoa and Kiribati)
- A lot over the last decade! Marie Curie, TIG, Citizens Advice, Age UK, Macmillan, lots of local smaller orgs
- Other community organisations with more regular contact with households
- Property management company
- Community Energy Network members mostly but also some hapu/iwi such as Ngai Tahu, Tainui, Te Rarawa, Ngati Maru
- City Mission, Plunket, Methodist Mission, The Loft
- Alliance against Energy Poverty (APE), Barcelona
- Progreso Latino
- Greenwood Seniors Thrift Group and Activity Centre; Currently working on another Community-Based project with Trails to the Boundary
- Social housing organisations
- Community Energy Project, Evalcree, Verde, Lake County Resources, and many other like organisations
- Energy and climate advisors, Swedish Energy Agency, Workers' Educational Association (ABF)
- County Administrative Board, universities, other energy agencies in the EU
- Municipalities. Energy and climate counselling.

When asked what the main lessons were that people took away from working with community organisations, here are some quotes:



Building trust

“They are also very hard-to-reach and can be distrustful of our motives. They can see themselves as gatekeepers. They need training to deliver in-house energy advice.”

“Need trusted partners. Need genuine longer term funding.”

“We knew this already, but trust and face-to-face / in-home contact is absolutely essential for getting people to open up about their problems and experiences.”

Investment in relationship building and understanding communities

“That a personal approach and levelling with people is essential for understanding and engagement.”

“Empathy goes a long way, learning about their processes and embedding our programs to align with those supports helps, personal contact is required.”

“It’s important to ‘understand’ the target audience when working with, for example, newly arrived female immigrants.”

“All third sector agencies struggle with core funding. User experiences and their capabilities are often overlooked. It is important to understand complexities that shape sensitivities and resilience to lack of thermal comfort. It is also important to validate the popular expertise resulting from domestic negotiations with conditions of energy injustices.”

“Doing things differently gives the sector different results. Need to invest in time and relationships.”

“That cultural-centeredness is critical. That people often remain confused about their rights and responsibilities in relation to their power use and bill. That helping kids at school can translate back into the home.”

Increasing funding to support efforts

“Without heavy funding to support energy efficiency programmes (and home renovation and so on) it is difficult to make a difference. Behavioural actions are not enough.”

“That these spaces are often dominated by the middle classes! They are interested in engaging in energy issues and recognize the energy poverty problem. Their main motivations are environmental reasons, social support, and community participation. Main barriers are lack of time and other priorities, lack of financing, and scarce human resources or dependence on volunteers. To better collaborate they need funding most of all, and also to be integrated in a network that includes local governments. Synergies should be fostered with their current work and their contributions should be adequately rewarded.”

Making it as easy as possible

“Everyone is busy and money is also tight. Make things as easy as possible with referrals. Take people on the journey with you - including frontline organisations.”

Working with trusted community agents

“Create a dense network of community and other trusted agents to increase the likelihood that would be ‘found’ and open to discussion.”



“Local knowledge and ‘hard won’ trust is vital. Often requires multiple agencies to be collaborating as even local organisations may not have the right approach so referrals to other local organisations who approach differently will be required. Takes time and patience (therefore more resources...)”

When asked if participants had worked with Indigenous communities, the majority (77%) of respondents said no. Only one Swedish respondent said yes, but only in a voluntary capacity - despite the Indigenous Sami population living in Northern Sweden. The main Indigenous communities that were engaged were Māori and Pasifika (NZ respondents), and First Nation tribes (Canadian and U.S. respondents). When asked what lessons they learned by engaging with Indigenous communities, the following responses were given:

Understanding communities’ world views

“Their world view is better suited than ours to solve these issues.”

“World view and core knowledge is critical - even an ‘academic’ understanding of approaches usually doesn’t cut it. Those in hardship need to see and feel the connection and even those best placed to help (re knowledge or access to programmes) may not be the right people if that connection isn’t there.”

“That by Māori-for Māori means equitable and direct funding to those organisations that are still learning.”

Listening to community members

“They are a good connection to what is really going on in the community.”

“I can say our collaborative relationship has been extremely beneficial.”

Showing up for communities

“Advocacy is a great way of helping those who do not have the ability of confidence to advocate for themselves.”

“You have to build trust personally, be present, demonstrate empathy, trust and listen to locals.”

“Direct support to households in conditions of severe energy hardship can help gain trust and confidence.”

“It takes time to develop relationships and understanding to co-design and co-deliver. Issues arise that need to be resolved for customers. Training is needed. We need to pay for staff time for the community organisations we are working with. They need other types of capacity support.”

Avoiding a “one size fits all” approach

“Too many to name. But the main one is never assume you can apply knowledge from one group to another. Each experience is different and each community has unique challenges. You need to have the capacity to provide tailored solutions.”

Communicating clearly

“Communicate often and clearly. It helps that I come from the Latino community and was raised in the same city where this COB is located.”



Insights into unintended consequences and energy equity / justice

We asked participants to share stories or anecdotes of unintended consequences or where well-meaning intentions by policy makers or programme managers backfired (e.g. electrification subsidies that only go to homeowners or wealthy individuals who can afford the up-front cost):

Disregarding cultural considerations

“The slum rehabilitation housing policies in India meant to provide slum dwellers better housing conditions have backfired because of the negative impact of built environment - vertical housing vs horizontal on their livelihoods. They do not have enough informal spill over spaces that they could use as work spaces (stitching clothes, wood work etc).”

Disregarding community considerations

“Placing a one-stop shop in a very vulnerable neighbourhood did not work because of lack of integration with the local community and inadequate follow-up to the advice in terms of funding possibilities.”

“So many. Policy that offers funding for upgrades but not assessments. Funding that doesn't address the needs of the communities and instead focuses on needs of utilities (e.g., energy saving kits instead of holistic housing/energy upgrades).”

“Many examples of local network owners not 'hearing' what is required by rural communities and only relying on their own capacity analysis as a metric for infrastructure upgrade decisions. Very likely that those who are not able to go off grid in the future will be stuck with stranded assets (not fit for purpose) and very high lines charges as a result. Also clear that the housing rental market is very lopsided with many renters preferring to keep quiet on issues so they can stay in a home. So far, the Government has been fixated on mitigation as the main climate change response, which has been focussed almost entirely on support for middle class (EV subsidies) and large emitters (large corporates). Comparatively very small investment on the adaptation outcomes for everyone else.”

“Standards such as Healthy Home standards or guidelines such as Consumer Care Guidelines neither which are enforceable are great concepts but do not always work in favour of the community that was set out to protect.”

Disregarding requirement of time and effort

“In a mental healthcare setting an app was used to monitor relapse risk while reducing antipsychotics. The effort it took to enter information into the app unintentionally gave patients stress, which put them at increased risk of relapse.”

“Simple unintended consequences like moving forms online only create barriers for people.”

Disregarding affordability

“Clients not interested in getting metres/heating systems fixed because they can't afford to put money in the metre or turn the heating on. Energy price caps disadvantaging night energy tariff users and storage heater tariffs leading to high bills due to energy needed during the day. Heating replacement programmes, which do not have prior retrofitting processes of the dwelling, end up intensifying heat deprivation.”

“Superbouns (or any energy efficiency and home renovation bonus) in Italy. It should address home renovation and energy efficiency allowing to pay up to 100% of the expenses for energy efficiency and 50% of the expenses for home renovation. However, the incentive is given AFTER the expenses



are sustained or it is possible to give it to the bank, losing some of them. So, in order to access the funding, it is necessary to have savings to use or to have access to bank loans and mortgages. Low-income people often lack this type of access, so most of the users of the incentives were middle and upper class people.”

“Yes, where good effort is made to find and connect with needy HHs but where centralised and/or inflexible funding rules for interventions then excludes HHs from participating.”

“Often even appliances that offer a top-up rebate above market rebates are still unaffordable for income-qualified households.”

“Small house support for conversion and climate support measures only helps those with good finances and the strength to seek money in complex processes.”

Disregarding impacts on different customers

“Distorted rules regarding self-energy production where homeowners have significant advantages.”

“They are coming. Especially the difficulties of providing an electricity supply to a very poor quality house (shack / shed etc) on-grid or off-grid and meeting requirements of an electricity code / regulations.”

“Low Energy User Charges, Prompt Payment Discount, Subsidies for EVs and PVs favouring wealthy freeloaders.”

“Middle classes and social housing tenants are the first to benefit. The former are seen as pioneers, the latter can feel like guinea pigs.”

“How long have you got? And I'm not sure all those intentions were well-meaning (e.g., policy makers awarding contracts to favoured organisations - the EST, Changeworks, etc - who do substandard work that produces results that fit with their predetermined agendas.”

“The 'alarmist information' publicly broadcasted during the energy crisis resulted in elderly individuals staying home alone in the dark and cold out of fear of not being able to pay their electricity bills.”

“Electricity support (elstødet) - millionaires got their pools subsidised.”

“Many home retrofit support programmes in Spain do not consider neither HRT users nor energy vulnerable populations.”

“The scattergun approach of New Zealand's Winter Energy Payment.”

When asked “How should decarbonisation and electrification efforts take into account equity and justice considerations?”, the following answers were recorded:

Considering equity and justice in all steps of the process

“From the very beginning of the design (better, Discover) process and all along the way.”

“A multi-scalar, spatial and temporal view must be taken. In order to give equal validity to injustices of a global nature as to injustices at the level of a dwelling or individuals. Or to give the same validity to short-term, intra-generational injustices as to long-term, inter-generational injustices.”



“First of all a deep knowledge of what are the characteristics of low-income and marginalised people shall be gained. Then, specific policies that address their specific issues (e.g. incentives dedicated to home renovation for low-income households) shall be formulated, taking into account also the “split incentive” issue (many low-income households, in Italy, in cities, live in rented flats). Finally, energy education shall be compulsory in schools and also special programmes to reach EVERYONE shall be put in place. This can be achieved only by working with middle actors that are in touch with low-income and marginalised people.”

“By recognising the high probability of uneven outcomes from the start, and building in equity / mitigation provisions as a core part of project design and delivery (e.g. sliding scale funding for additional energy efficiency for the more vulnerable). Train staff and administrators specifically.”

“Language, access, cultural preferences and digital literacy should all be considered.”

“They should be aligned.”

Emphasising co-design, education, and workforce development

“By thorough co-creation.”

“Stakeholders from energy burdened and marginalised groups need to be involved in the decision-making around decarbonisation goals and plans; investment needs to be inclusive; priority needs to be the affordability of the system.”

“Strong regionally bespoke programmes that empower locally-owned and -managed organisations to take lead roles in design and implementation. Emphasis on collaboration between Māori and mainstream orgs to improve knowledge base for both. All front line staff that are in community halls and homes have 101 training on mental health. Education programme to ensure that design, build and maintenance of local energy programmes (including home/SME efficiency, generation, storage and other demand management tech) is able to be provided by local people. Local in this sense means at least regional, but pref district/town.”

“Education. Look into how to reach out to whom. Consider language barriers in society as well as in urban and rural areas. Highlight the (general) female perspective and behaviour.”

“As actors, we must first develop our own competence. Actively involve different perspectives in the work.”

“It’s important to do it together or involve as many people as possible in these issues. Especially those who are more vulnerable to energy poverty, lack of knowledge, and people of various kinds who feel excluded.”

“Take that into consideration when we invite people to our activities, whom we invite as speakers/experts, and whom we target in new projects.”

“Increase awareness. Actively reach out to groups we know are affected by injustice (such as women or immigrants in the energy sector). Keep gender statistics in our projects. Approach decision-makers and draw their attention.”

“Through energy and climate counselling.”

Avoiding one-size fits all

“There is no one size fits all.”



“Try to combat the norm. Avoid referring to things as feminine/masculine because then men usually lose interest.”

Bringing everyone along

“Always consider those with least capabilities.”

“Start with those who need access to affordable, adequate low carbon energy first and subsidise their costs until stable, affordable, renewable energy becomes the norm. Don't think about leaving no-one behind, start with 'who should be brought along first'.”

“There is no climate justice without social justice.”

“As we say at Common Weal, by putting all of us first. See our Common Home Plan, Sorted, etc etc.”

“They should acknowledge living situations of vulnerable communities and develop a programme specifically for them.”

“Vulnerable communities should have access to back up fuels and or solar generators or solar+ battery storage given the questionable reliability of the grid.”

“Work on inclusion. Not the same groups all the time.”

“Focus on vulnerable groups - how are, for example, tenants affected by expensive renovations.”

“Targeted investments and support that those groups can afford.”

Consulting with local experts

“Consider community and front line orgs as experts.”

“Include interventions that are completely free. Seek assistance from the municipality's social services to reach the right people.”

“Highlight the need for local scale action with the involvement of local partners. When designing policies, interventions or support schemes, think beforehand on who might be excluded and collaborate early on with the potentially hard-to-reach groups.”

Recognising investment of time

“Should be at the heart of energy transition, but also recognising that this is a process that takes time.”

Increasing public transportation

“Affordable public transportation increases equality and reduces segregation.”

“The increased challenges as electric transport solutions become essential in remote rural communities.”

Being thoughtful about messaging

“Conscious choice of messages, images, efforts to reach there = raising the competence of the support system.”



Below are examples that were given on interventions that worked well to address energy injustice:

Engaging with the community directly

- Engaging activists in discussions about energy injustices allows them to recognise the impacts at different scales
- The Energy Efficiency Voucher in Portugal is a support scheme aiming at energy-poor households which offers a direct grant for the renovation of houses. Its first version was purely top-down and failed to deliver because people were not aware of the programme and did not trust it. In the second version, the government decided to involve local authorities and local energy agencies in the process which is likely to produce better results
- Empower Me, Community Power, the Home Upgrades Program have all offered holistic community based solutions
- Orion are building a good community energy network and programme of work (see Hinerangi Pere). Community Energy Whaingaroa are starting to build a good programme (in spite of roadblocks from local network). Hokianga Resilient Housing Trust have a great strategy but a long road re funding and what must be institutional racism re lack of energy infrastructure provided to those on papakainga
- Dialogue with the Sami community, e.g., developing a Sami Regional Development Plan.

Education and workforce development

- In Italy, ASSIST2gether and now RETE ASSIST provide support to social workers, charities and in general third sector operators to address energy and environmental awareness among energy poor households and to help them understand their energy contracts and bills and to change their conditions. Another good example is Banco dell'Energia, which is a network of actors, including some energy providers, financing energy programmes for low-income households.
- Together with the Swedish Public Employment Service (Arbetsförmedlingen), the Workers' Educational Association (ABF), etc., towards newly arrived women with energy efficiency.

Prioritising these efforts

- Scottish Government creating a single Energy Strategy and Just Transition Plan, aligning it with the energy transition, rather than tacking onto the side
- Collaboration between municipal energy and climate advisors and budget and debt advisors in Skåne during the energy price crisis of 2022-2023.

Other examples

- Warm home on prescription
- Equal charging stations
- New Zealand's Public and Māori Housing Renewable Energy Fund trial
- Without being specific, and for just one example, I would look at how Denmark has and is managing its energy transition.

Finally, here are the survey participants' ideas on how a truly just energy transition could best be achieved:

Building understanding of communities

“The first step is to know WHO shall be included, in order to plan HOW to do it.”

“Recognise the effects of energy injustices on life experience, in order to validate different types of knowledge, and to achieve a commitment to the problem based on personal recognition.”



“Distributional impacts considered in policy making.”

Engaging with communities directly

“True co-design with trusted community and other middle actors.”

“Start with the people-centric approach and then look for technology and policy solutions.”

“Diversifying the electricity system further by devolving decision-making capabilities to communities through community energy and energy generation on public assets.”

Emphasising behaviour

“I think the root of the problem lies with policy makers. Behavioural scientists should put more effort into influencing their behaviours.”

Making funding easily available

“Flexible funding for bespoke support managed by a local trusted organisation.”

Workforce development

“Have the workforce match the communities we work in. Incorporate language access into workforce training offered to contractors.”

“Fund the building of a robust community energy sector (core elements include education, mentoring/coaching, financial models to support impact investment and detailed design support to build local networks)! This includes pulling in healthy housing to the work programme of course.”

Making it a priority

“Stop striving for justice as the end point, aim for it as a minimum. The energy transition is an opportunity for those disadvantaged by our fossil fuelled society to thrive.”

Emphasising equity through in all parts of the process

“Aligning all key actors (top down, bottom up and middle out) to bake in energy justice across the transition.”

“Equity-based procurement for suppliers.”

“Allowing /supporting / facilitating collective ownership of more microgrids to share bigger collective electricity systems (larger shared ground mount solar arrays), especially when the cost for individual mobile homes and off-grid houses can be excessive.”

“Maximise energy efficiency, decarbonisation and resiliency programmes and services for front-line, energy burdened communities.”