



User-Centred Energy Systems



UsersTCP 2023/24 Annual Report



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Chair's Statement



“ Without the capacity to harness the local opportunity in service of the global challenge it is hard to envisage how we will maintain the wider societal mandate to decarbonise.

Community matters. It risks being a trite observation from the chair of a people-focused intergovernmental organisation - but in reflecting on the last year it has struck me the extent to which coming together in community changes everything. Having resolved to meet annually post-pandemic for all the right reasons we have found the power of people and place has prevailed and the TCP has met in person twice last year and will meet again in Boston in June. In many ways the idea of community (and here I particularly like the biological definition of 'a group of animals or plants that live or grow together') is central to both our work and that of the energy transition. Without the capacity to harness the local opportunity in service of the global challenge it is hard to envisage how we will maintain the wider societal mandate to decarbonise - both within and between nations. Questions of the role of the local in the global run through much of our work. For all its global dimensions, net-zero actions are ultimately rooted in time and place, and it is the rub of the local against the global, the present against the future, the disadvantaged against the advantaged that creates the friction which can slow, or if done right, potentially even accelerate progress.

Meeting twice in person this year has proved fruitful. The first was in May 2023 in Halifax, Canada as guests of EfficiencyOne and Natural Resources Canada. The second was in November 2023 in the Netherlands as guests of the Technical University of Delft and the Netherlands Enterprise Agency (RVO). Across these two ExCo meetings we extended and refreshed our programme of work. In March we launched our **Public Engagement for Energy Infrastructure** Task, which has been engaging with the Wind and Solar Photovoltaic Power Systems TCPs, and Phase 3 of our **Behavioural Insights Platform** started, leveraging members' contributions through additional **J-PAL funding**. Their **BI Toolkit** has also proved popular with the European Commission who are seeking to translate it into all EU languages. In June we saw the launch of the IEA Secretariat-led **CampaignXchange** - with nine Users TCP participating countries. This one-year project, concluding in May 2024, has produced an excellent **review of emerging best practice** in energy saving campaigns and opportunities for extending this work are underway. November saw the launch of Phase 2 of our **Hard-to Reach Energy Users** Task. This has a particular focus on ways to reach 'hidden' energy users marginalised from behaviour change policies.

Whilst in the Netherlands we signed a Memorandum of Understanding with the European Energy Network (EnR). The MoU recognises the joint interest of the two organisations to share evidence, avoiding duplication of effort, and to better inform regulatory and policy development and implementation in our field. We signed the MoU at the BEHAVE 2023 conference, which showcased the work of many of our UsersTCP Tasks.

Likewise rediscovering the power of community, the IEA held its 5th Universal TCP meeting, focusing on enhancing TCP collaboration and communication, through the establishment of new TCP coordination groups. These have been created in recognition that many of the most challenging issues facing the energy transition are inherently systemic - cutting across the largely technology-siloed scope of existing TCPs. Established by, and reporting to, the IEA's Committee on Energy Research and Technology (CERT), they can be proposed by a wide range of actors, including by three or more TCPs, and can involve other international platforms such as the Clean Energy Ministerial or Mission Innovation. The CERT has now approved six such coordination groups, of which those on 'heat pumps', 'thermal networks', and 'flexibility' are relevant to the UsersTCP. Given our current portfolio of Tasks, we have joined the Flexibility Coordination Group along with ten other TCPs and will initially focus on such areas as defining flexibility; collecting best practice case-studies of flexibility; mapping where flexibility adds value; identifying obstacles to flexibility; and disseminating findings. This aligns well with our proposed 2025 - 2030 research theme on '*facilitating low carbon technology adoption and optimising its use*'.

At time of writing we are finalising our strategy for our proposed 2025 to 2030 mandate period from the IEA. Four key themes have emerged.

1. *Evaluating equity and affordability.* This includes our existing Tasks on **Hard-to-Reach Energy Users** and **Gender & Energy**, and we are exploring a possible future Task around supporting how low-income households and disadvantaged communities invest in energy transition technologies.
2. *Enhancing public acceptance.* This includes our existing **Public Engagement for Energy Infrastructure** Task and we are exploring a possible future Task around the interaction of personal and political identity and attitudes on support for the energy transition.
3. *Facilitating low carbon technology adoption and optimising its use.* This includes our existing **CampaignXchange**, **Social License to Automate** and **Global Observatory on Peer-to-Peer Energy Trading** Tasks and we are exploring a possible future Task around human-centric buildings for a changing climate as a joint Task with the Energy, Buildings and Communities TCP.
4. *Providing education and training in support of the energy transition.* This includes our existing Tasks on **Users TCP Academy** and the **Behavioural Insights Platform** and we are exploring a possible future partnership with external organisations to build frameworks and toolkits to support business decision makers develop and deliver their net-zero commitments.

Finally I would like to thank all our ExCo members and welcome our new delegates from Australia; Canada; Ireland; Korea; New Zealand; Norway; and the US who have joined this year. I'd also like to add a particular note of thanks to the Users TCP Secretariat, Sam Thomas and Vikki Searancke who have managed to navigate us through another year including seamlessly migrating our Users TCP Academy onto a stand-alone platform.

David Shipworth
Chair
April 2024

Overview & Key Achievements

The User-Centred Energy Systems mission is to provide evidence from socio-technical research on the design, social acceptance and usability of clean energy technologies to inform policy making for clean, efficient and secure energy transitions.

Policy Messages

- Socio-technical research is needed to maximise the social permission, adoption and effective use of low carbon technologies.
- Many of the technology solutions already exist but suffer from low uptake and performance gaps owing to narrow and simplistic assumptions about users' needs and behaviour. Improving these implicit assumptions leads to more effective policy making, technology design and business models.
- Lessons from behavioural economics, psychology and sociology can be applied to energy policy, driving better outcomes. Many of the available behavioural levers are not being applied to their best extent.
- Value creation for power systems, consumers and wider society is often misaligned in emerging markets for peer-to-peer energy trading and demand side flexibility services. Aligning these requires rethinking market design and power systems regulation including a clear "social license to automate" DSM.
- Local (customer level), short term (minutes to days) predictive models of generation and demand are a key missing technology bundles for both automation and uptake of distributed flexibility assets. Such models increase asset performance, improving service and reducing pay-back periods for customers.

Key achievements

4 new Tasks:

- **Public Engagement for Energy Infrastructure Task** launched in March 2023.
- **Behavioural Insights Platform Phase 3** launched in April 2023.
- The **CampaignXchange Task** launched in June 2023 with 9 participating countries, coordinated by the IEA.
- **Phase 2 of the Hard-to-Reach Energy Users Task** began in November 2023.

New events and partners:

- In November 2023 at the **BEHAVE** conference in Maastricht, Netherlands, our Tasks were all represented, with around 10% of all papers being connected to the Users TCP.
- At the BEHAVE conference the Users TCP signed a **Memorandum of Understanding with EnR**, the voluntary network of European energy agencies. The MoU encourages information sharing, participation in events and exploring other avenues for collaboration.

Making an impact:

- The Gender and Energy Task prepared a **report** for the European Parliament meeting in May 2023 on the gender aspects of the EU's "Fit for 55" climate and energy package
- **GO-P2P Concept Paper** made the top 10 downloads list on the Social Science Research Network repository in May 2023.

2023

March

SLA

- Phase 1 Policy Brief published

PEEI

- Public Engagement Task is launched

April

BIP3

- Phase 3 of the BI Platform is launched

May

EXCO

- 2022/23 Annual Report published

G&E

- Task Newsletter #3

GO-P2P

- Concept paper makes Top 10 downloads list on SSRN repository

EXCO

- 7th ExCo meeting in Halifax, Canada

June

CXC

- CampaignXchange Task is launched

July

EXCO

- Newsletter #8

September

SLA, HTR

- Tasks research published in ERSS on Science Direct online

PEEI

- Task Leaders facilitate session at High-Level Electricity Grids Forum - Brussels

November

EXCO

- 8th ExCo meeting - Netherlands

EXCO, TASKS

- Behave Conference - Netherlands

GO-P2P

- 7th Task Meeting - Netherlands

HTR

- Phase 2 of Hard-to-Reach Energy Users Task starts

December

EXCO

- Newsletter #9

PEEI

- Task publishes first report and slide pack

CXC

- CampaignXchange publishes Emerging Best Practices brief

2024

January

PEEI

- Task meeting - Berlin

February

BIP3

- BIP launches new Guidebook

GO-P2P

- Policy Brief published

PEEI

- Assessing the impacts of public engagement in energy infrastructure projects report published

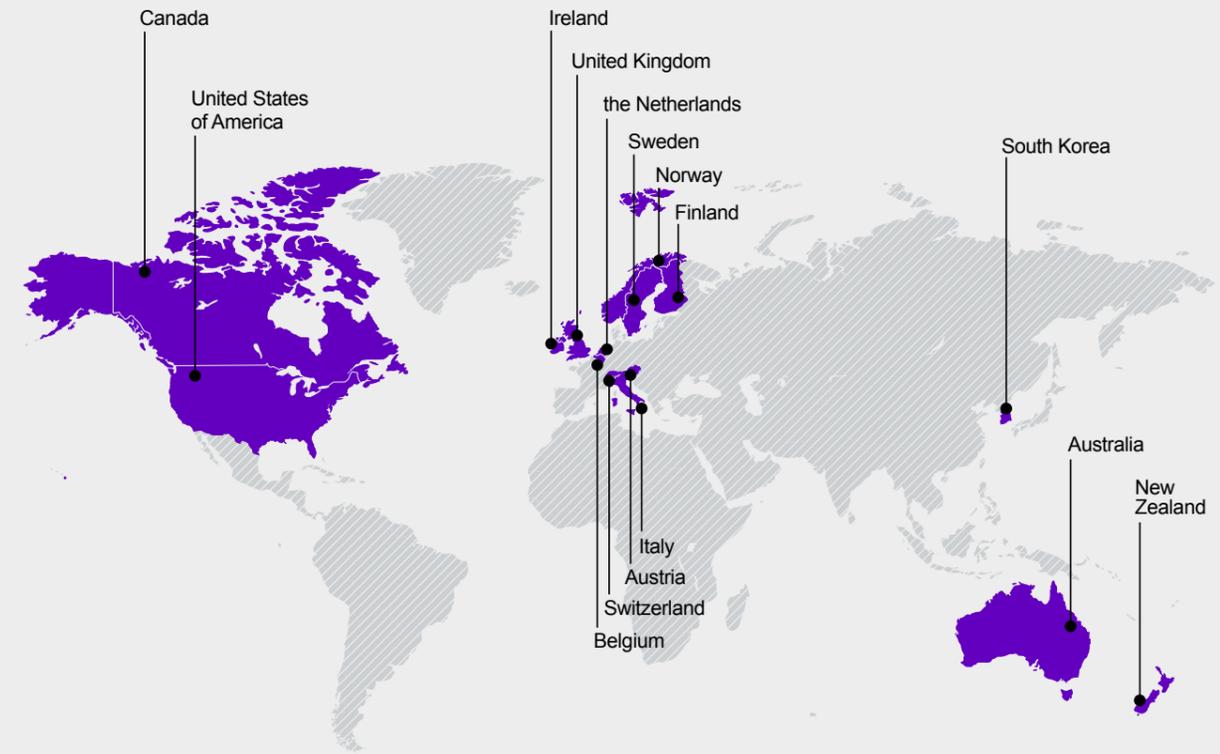
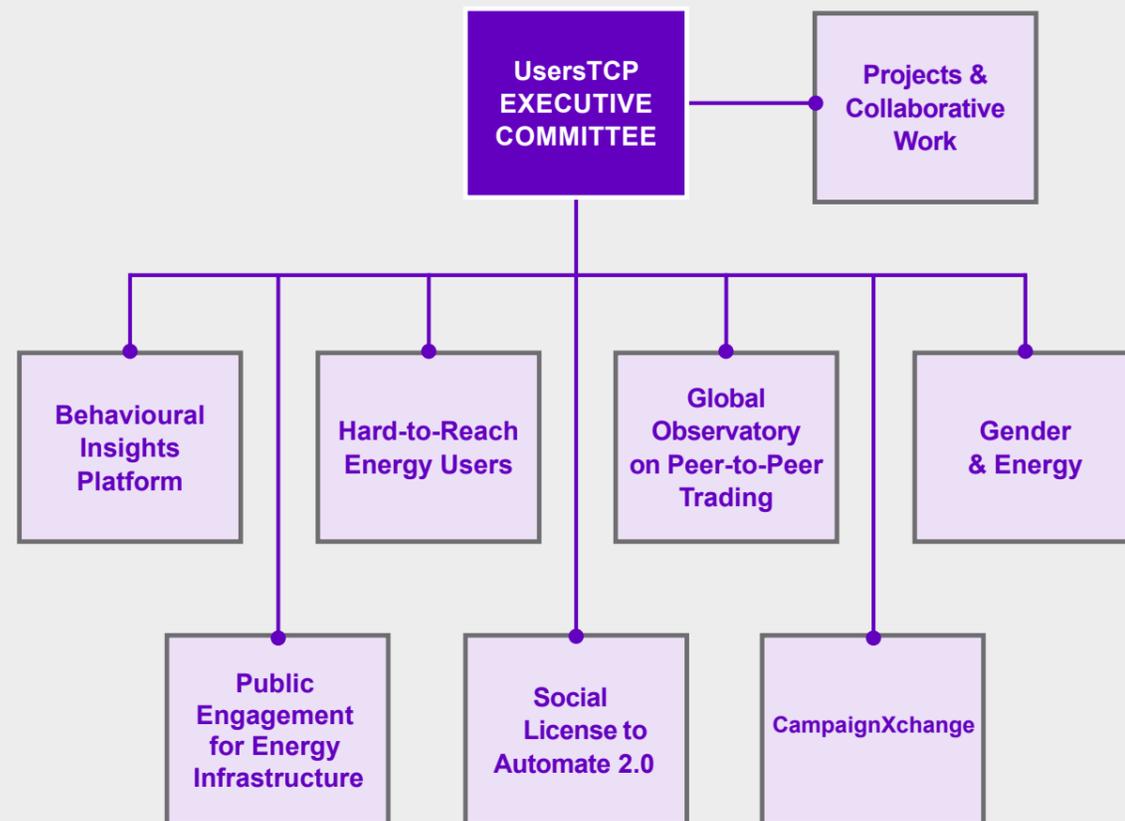
G&E

- Task Newsletter #4

UsersTCP Structure & Membership

Structure

We have 15 Member governments positively engaged in this international collaboration, and our Tasks are the delivery mechanisms for our Strategy.



Members

- | | | |
|-----------|-------------|----------------|
| Australia | Ireland | Norway |
| Austria | Italy | Sweden |
| Belgium | South Korea | Switzerland |
| Canada | Netherlands | United Kingdom |
| Finland | New Zealand | United States |

UsersTCP Tasks

The Users TCP's Tasks are the main international collaborative mechanisms through which we deliver on our strategy.

During 2023/24:

- ▶ Phase 3 of the Behavioural Insights Platform kicked off in March 2023 and saw the launch of a guidebook for practitioners on how to apply behavioural insights to unlock residential demand flexibility in February 2024, drawing upon real world examples. The Task will undertake randomised control trials in 2024/25, part-funded by J-PAL's King Climate Action Initiative.
- ▶ The Social License to Automate 2.0 Task focuses on the willingness of people to allow automated control of equipment in their homes, paying particular attention to the inclusivity and community aspects. The first results from data analysis were presented at the BEHAVE conference in November.
- ▶ The Gender and Energy Task gathers researchers from the fields of gender and energy in a global network with the aim to ensure that gender perspectives are applied to support more efficient, inclusive energy transitions. In 2023, the Task developed a first prototype of a household planner, testing it in a living lab environment.
- ▶ The GO-P2P Task organised events in California, US and Delft in the Netherlands, bringing together experts from academia, industry and regulators to discuss scaling up of pilot projects. GO-P2P continues to expand its participation with Korea joining the Observatory in November.
- ▶ Phase 1 of the Hard-to-Reach Energy Users Task concluded in summer 2023 with an ex-post cross-country assessment of behavioural-oriented interventions. Phase 2 began in November, with a focus on outreach efforts with marginalised communities.
- ▶ The Public Engagement for Energy Infrastructure Task analyses the impacts of public engagement in energy infrastructure projects. The Task produced Reports on the drivers and barriers in this field and an assessment of 98 case studies of energy infrastructure projects over the last year with final outputs coming later in 2024.
- ▶ The CampaignXchange Task, coordinated by the IEA secretariat, kicked off in June 2023, bringing together governments working on energy campaigns during the energy crisis to assess the drivers of effectiveness and inform the development of new and ongoing outreach campaigns. Emerging best practices were highlighted in the IEA publication Energy Efficiency 2023.

The Energy Sector **Behavioural Insights Platform (BIP)** brings together government policymakers and other experts to share knowledge and experiences applying behavioural insights to energy policy. The objective of Phase 3, which runs from 2023 to 2025, is to scale and test behavioural interventions that increase demand flexibility at the household level in high-income and high-emission countries.

What is demand flexibility?

The global electricity supply is becoming increasingly unpredictable. Factors contributing to this include growing global demand for electricity and the global transition to renewable energy sources. These events call for private and public organisations, including governments, to help consumers develop the ability to respond effectively when energy supply is low.

Demand flexibility refers to the ability and motivation of consumers to shift their electricity consumption over the course of the day, while maintaining their comfort and quality of life. This ability brings a range of benefits, including increased system resilience, enhanced energy security, energy affordability and reduced carbon footprint.



How can behavioural science help?

Unlocking demand flexibility is closely linked to behavioural change. By using behavioural science insights, policymakers and energy suppliers can develop household flexibility more effectively. This includes changing household energy consumption habits, promoting the uptake of demand response technologies and improving household participation in demand response programmes.

New behavioural guidebook for practitioners

The Platform has developed a new guidebook that provides essential guidance to policymakers and energy suppliers interested in applying behavioural insights to improve residential demand response.

Guidebook users can select a behavioural challenge (e.g. how to increase the uptake of a demand-response technology) and browse relevant behavioural strategies to help them address the issue. Each behavioural strategy uses a real-world example to illustrate the technique presented. The resource can be accessed [here](#).



Major achievements during 2023/24

→ BI Platform received prestigious J-PAL grant award

The Platform has been awarded funding from J-PAL's King Climate Action Initiative (K-CAI). The funding will be used to match the contributions of Task participants and to deepen the scope of activities undertaken.



→ Project scoping phase completed

The Task Leaders have completed a systematic review of behavioural evidence related to promoting the uptake of demand response technologies, increasing the adoption of energy saving behaviours, and improving enrolment and engagement in demand response programmes. The results were then synthesised into 29 behavioural strategies and real-world examples, which are available in the new guidebook.

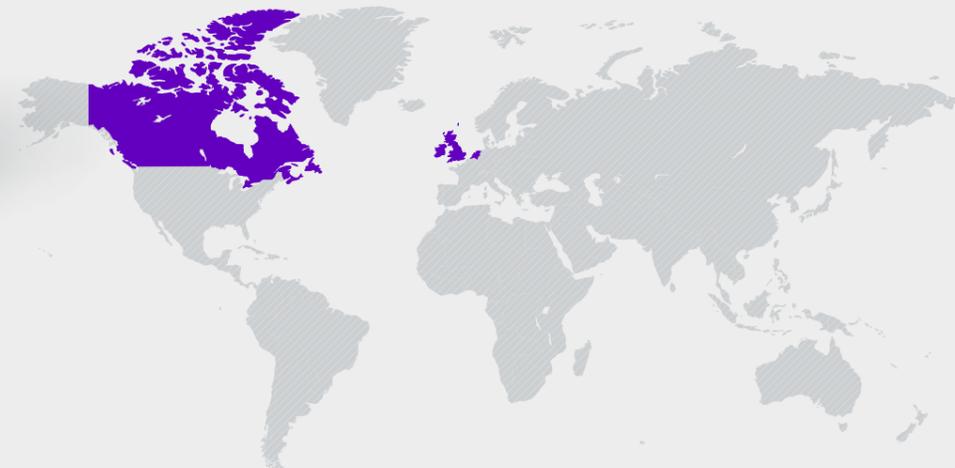


→ Five partnerships formed to run flexibility trials in 2024/25'

After engaging with several utility and network operators in Canada, Ireland, the Netherlands, and the UK, the Platform has successfully identified five organisations to act as implementing partners for field trials that the Platform will run in 2024/25. The field experiments will be informed by the results of the scoping research and are currently being developed.

→ Chaired sessions on demand flexibility at the BEHAVE conference

Platform Task Leader Ondrej Kacha co-chaired two sessions at the BEHAVE conference held in Maastricht, the Netherlands. The sessions brought together behavioural scientists, utility representatives and policy makers to discuss how behavioural insights can be used to empower consumers to contribute to grid balancing.



PARTICIPANTS

- [Canada](#)
- [Ireland](#)
- [Netherlands](#)
- [United Kingdom](#)

GO-P2P serves as a collaborative forum to explore and understand the range of conditions - policy, regulatory, social and technological - that are critical to the wider adoption of peer-to-peer (P2P), community self-consumption (CSC) and transactive energy (TE) models.

Launched in September 2019, it is the first international pre-competitive and early-stage research collaboration on the whole-system implications of local energy market models. It provides an interdisciplinary platform to share valuable insights into the factors that determine the success or failure of local energy models.

Led by University College London (UCL), the network has grown to include over 200 participants from 10 member countries, with additional knowledge contributions from experts in a further 15 countries. GO-P2P includes leading institutions involved in the study of P2P, TE and CSC systems, representing industry, not-for-profit organisations, academia and policy-making bodies, all of whom share in and benefit from the knowledge generated by GO-P2P.



To date, GO-P2P has conducted a series of comprehensive literature reviews covering five subtasks: Power System Integration, ICT and Hardware, Markets and Transactions, Social and Economic Value, and Policy and Regulation. These research findings include:

- Standardising processes such as metering and data-sharing between devices is needed to reduce costs and improve security and trust. Processes are needed to minimise risks to consumer privacy and ensure compliance with data protection regulations.
- Current regulatory and licensing frameworks, such as the 'single supplier' model are a barrier to large-scale deployment and need reform.
- Non-financial motivations to participate in P2P/TE/CSC markets such as helping disadvantaged consumers and making the grid greener make such schemes attractive for many, however, not all domestic consumers want to join these markets, and regulations need to be in place to ensure they are protected.
- Many countries do not support Local Energy Markets (LEMs), which encompass all P2P/TE/CSC, in their approved grid planning methods. Regulators should amend approved planning methods to allow LEMs to compete with peak capacity-driven investments.

The Observatory is now entering its final phase, collecting data from pilots to create a rich dataset that will provide the relevant insights and evidence needed to make informed decisions to accelerate the uptake of LEMs. Using qualitative comparative analysis, GO-P2P aims to develop a 'readiness index' to assess the readiness of member countries to implement these energy models. The case study data will provide invaluable evidence for policy makers and industry stakeholders considering the wider implications of scaling up these models.

Major achievements during 2023/24

➔ Publication of Policy Brief

In February 2024, GO-P2P published its first policy brief entitled "Unlocking local energy markets". The brief presents observations and recent research relevant to policy makers. It also proposes policy recommendations to support the growth of local energy markets. The policy brief is available [here](#).



➔ International events

GO-P2P organised two international events with its member countries in February and December 2023:

➤ **United States event:** The first event was held in February in partnership with The Energy Coalition in Santa Monica, USA and focused on "Achieving Equitable Transition in California: Insights from International Stakeholders". Event highlight video available [here](#).

➤ **Event in the Netherlands:** The second event, in partnership with TU Delft in Delft, the Netherlands, focused on "Making Local Energy Markets a Reality".

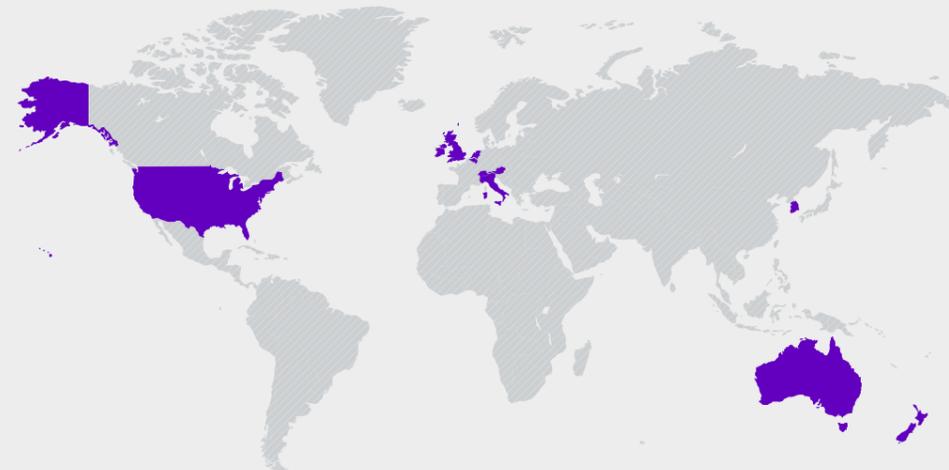
Both events aimed to bring together experts from academia, industry and regulators to discuss the challenges of implementing pilot projects and to identify policies that could support energy transitions.



7th GO-P2P meeting at TU Delft, Netherlands

➔ Membership expansion

In November 2023, Korea joined GO-P2P as a participating country, bringing the number of member countries to ten. Korea's membership will provide new insights into the operational frameworks of P2P, TE and CSC models in Asia, enriching collective understanding and informing future pathways.



PARTICIPANTS

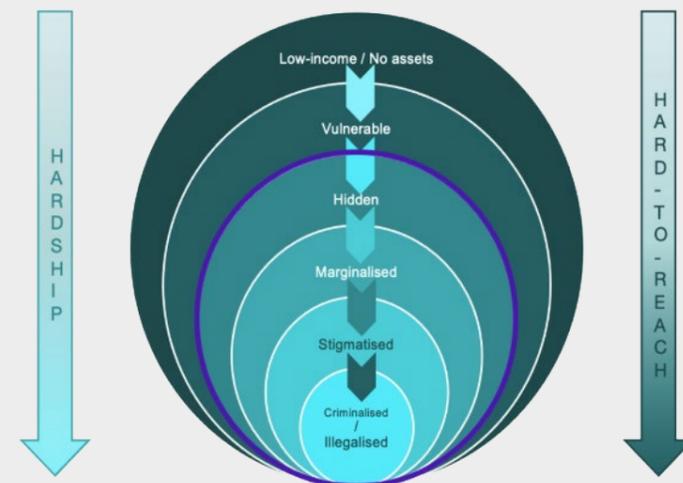
- [Australia](#)
- [Belgium](#)
- [Ireland](#)
- [Italy](#)
- [Korea](#)
- [Netherlands](#)
- [New Zealand](#)
- [Switzerland](#)
- [United Kingdom](#)
- [United States](#)

The Hard-to-Reach Energy Users Task (HTR Task) of the Users TCP brings together government policy makers, industry programme managers, researchers, and community navigators (a.k.a. “middle actors”) to share insights and experiences on reaching those energy users deemed too hard-to-reach.

We have purposefully co-designed a broad definition of HTR energy users to avoid missing any HTR segments and context dependencies: *“In this Task, a hard-to-reach energy user is any energy user from the residential and non-residential sectors, who uses any type of energy or fuel, and who is typically either hard-to-reach physically, underserved, or hard to engage or motivate in behaviour change, energy efficiency and demand response interventions that are intended to serve our mutual needs.”* The objective of the Task is to improve the equity of demand-side energy policies and programmes by ensuring that human behaviour is accounted for throughout the co-design process, and (building) trusted relationships with community gatekeepers who are at the frontline.

Key recommendations from Phase 1 (concluded Oct 2023)

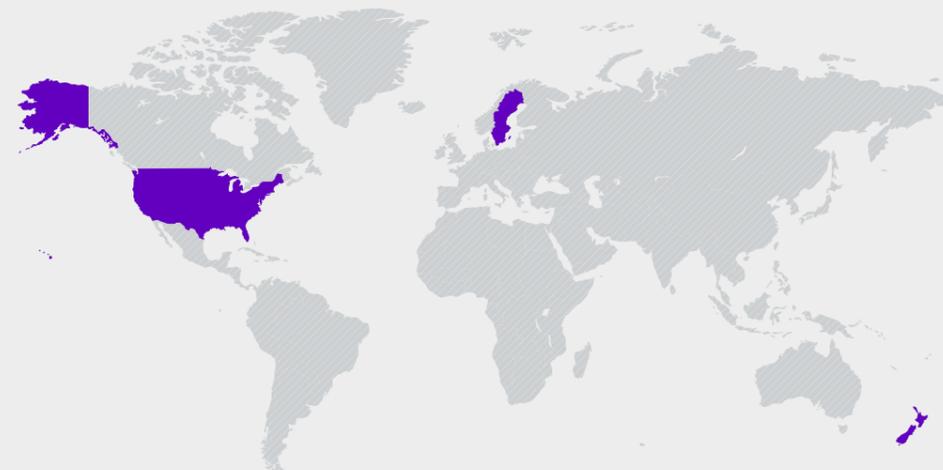
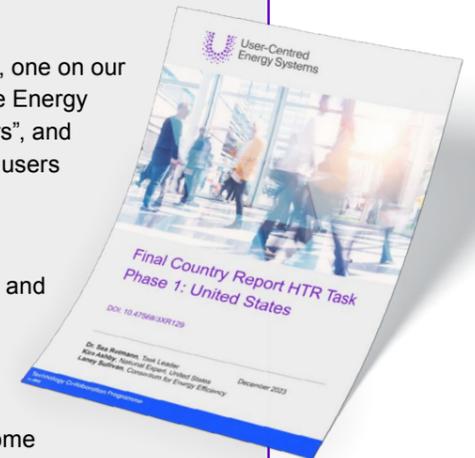
- Phase 1 findings underscored the value of evidence-based policy evaluation to support the design, choice, and implementation of strategies and approaches that target HTR energy users.
- We need to systematically understand and subsegment target audiences, their motivations, lifestyles, barriers and needs, and why they remain hidden from policy or programme interventions. To do so, we need to engage and learn from trusted community navigators, who are also extremely HTR, and often (rightfully, based on their past experience) distrust our intentions.
- This means acknowledging built-in biases and blindspots stemming from our position of privilege and Eurocentric perspectives. It also means building trusted relationships with humility, being comfortable to be uncomfortable, and listening rather than talking or jumping to solutions.
- Different engagement strategies and approaches are necessary to create those trusted relationships with both community gatekeepers and the hidden energy users they protect and/ or represent. Ex-ante and ex-post evaluations provide critical inputs for learning, improving, and ensuring that HTR initiatives achieve their intended objectives.
- This involves programme co-design, training and relationship-building, empowering community champions, engaging community members in programme delivery, and trusting priority audiences to better intuit what solutions are needed to achieve “transitioning away from fossil fuels in energy systems, in a just, orderly and equitable manner”, as recently decided by almost 200 countries at COP28.



A diagram of where “hidden” energy users sit (in the residential sector)

Major achievements during 2023/24

- The HTR Task finished its first phase with the scientific publication: **An ex-post cross-country assessment of behavioural-oriented interventions** (Mundaca et al, 2023).
- The Task Leader presented research findings at several major conferences, including **NZ Downstream** (Wellington, March); **Energy Hardship Conference** (New Plymouth, May); **Behavior, Energy & Climate Change** (BECC) Conference (Sacramento, November); **Otago Energy Research Conference** (Dunedin, November); **BEHAVE Conference** (Maastricht, November).
- Two conference papers were published in the **BEHAVE Proceedings**, one on our NZ field pilot titled “Successfully reaching the HTR by improving Home Energy Assessment Toolkits with the help of community and frontline providers”, and another titled “The dangers of calling hidden and underserved energy users hard-to-reach.”
- The **U.S. Final Country Report** summarised all deliverables, findings and recommendations, and the Swedish policy report will be turned into a published journal article in 2024.
- Several field research pilots, including on hidden energy users and Home Energy Assessment Toolkits were successfully completed and will be published in 2024.
- Our outreach efforts to marginalised communities led to several highly-successful “hui” (workshops), including our 3rd National Expert Hui in Wellington in March. We have collaborated and co-designed interventions (including for NZ’s two largest electricity retailers) with over 80 community partners, largely Indigenous Māori and Pasifika.
- Phase 2 kicked off at the end of 2023 with three participating countries.



PARTICIPANTS

- New Zealand
- Sweden
- United States

Empowering all: Gender in policy and implementation for achieving transitions to sustainable energy.

The UsersTCP Task *Empowering all: Gender in policy and implementation for achieving transitions to sustainable energy* gathers researchers from the fields of gender and energy in a global network to analyse energy policy and technologies from gender perspectives and provide recommendations for policy and technology design and implementation. We aim to ensure that gender perspectives are applied to support the participating countries in their work to design a more efficient and inclusive energy system, and through this also support ongoing efforts to foster energy transitions.

Our work shows that research on energy users and justice largely overlooks gender and class differences and the implementation of gender aware energy policy is hindered by the siloing of energy and social policy. To overcome this, inter-departmental and inter-ministerial coordination needs to be stepped up. An analysis of the gender-awareness of the European Fit for 55 programme did show that a gender dimension has been recognised in some of its initiatives, but is hindered by the lack of gender disaggregated data, including from Eurostat. We recommend that the EU and member states are tasked to gather disaggregated data and to include Gender Impact Assessments in their National Energy and Climate Plans, considered from an intersectional perspective beyond the binary and female empowerment only. Major energy user issues today relate to masculinity norms as well as stereotypical projections of all genders and their needs and activities.

Our work on technology development shows that lack of trust and feelings of loss of control are major issues for users, related to both the introduction of AI and smart grids. The current platforms and channels for communication between users and providers are often one-way and not user-friendly. Well

thought through technology, standards, social innovations and governance models can enable both the uptake of new sustainable energy systems and the transformation of gender roles and cultures. Epistemic exclusion needs to be battled by demystifying technology and making it accessible to all users. Middle actors such as energy advisors can be engaged to build trust, if they are given the proper resources.

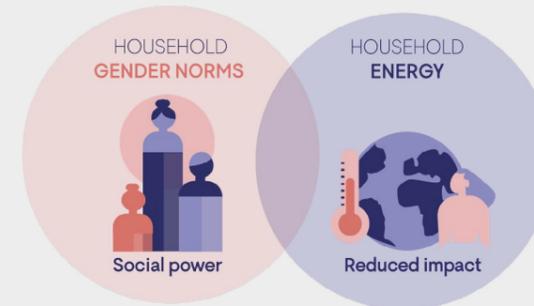
In general, our work points to a lack of clarity regarding division of responsibility between governance levels and actors, leaving users to fend for themselves with individual solutions and in relation to energy providers. This exacerbates already existing gender equality issues and social exclusion. Instead of withdrawing and putting the burden on individuals, the state needs to enable and empower diverse groups on a local level.



Major achievements during 2023/24

→ We published case study reports on **Sweden's Integrated Energy and Climate Plan** and on **Energy consulting in Austria**.

→ We held two workshops at the Swedish Energy Agency to support the integration of gender and user perspectives in their work, including the possibility of using funding structures to address user and social inclusion and addressing norms in the energy business, the Energy Agency and among users more broadly.

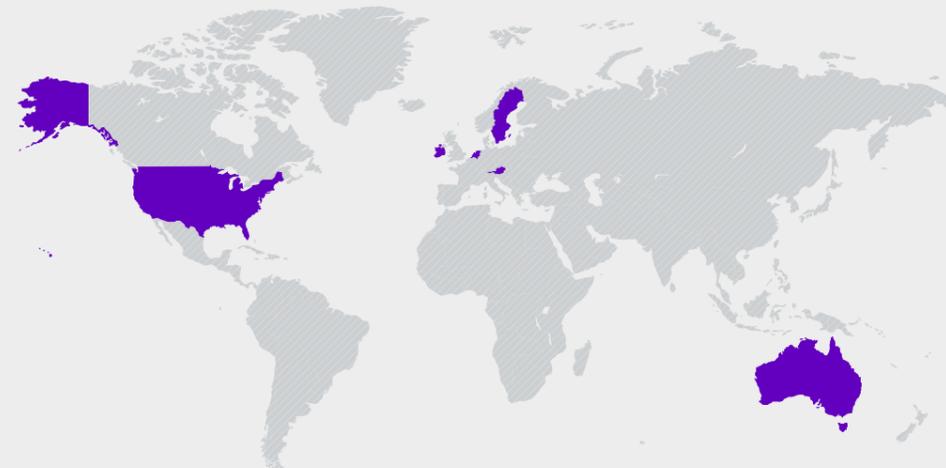


→ A first prototype of the household planner developed by Boid AB was tested at the Living Lab, run by HSB, Sweden's largest cooperative housing federation. This provided valuable insights for refining the concept and design, aligned with norm-aware and inclusive solutions.

→ Joy Clancy, who held the first university chair in Gender and Energy, held her farewell address in December alongside a symposium entitled **Gender and Energy research: Where are we now? Where do we want to go? How do we get there?** Our Task had a strong attendance at the BEHAVE conference with six Task participants presenting papers related to our Task work, while five of our National Experts spoke at a workshop organised by the German government, entitled "Who's got the power? – Sex and Gender in Energy Research".



→ A concept note for phase two of the Gender and Energy Task was approved at the Users TCP ExCo meeting in Delft in November. A formal proposal will be presented in spring 2024.



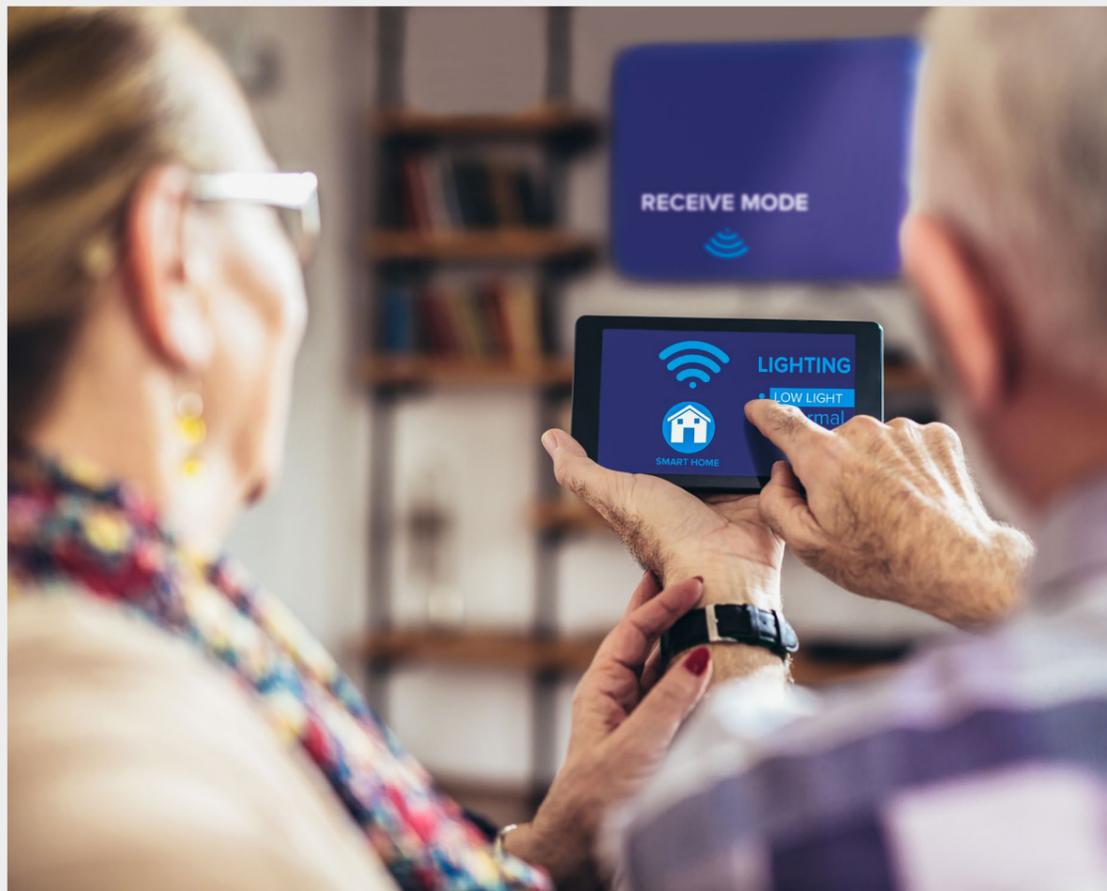
PARTICIPANTS

- Australia
- Austria
- Ireland
- Netherlands
- Sweden
- United States

The UsersTCP Task **Social License to Automate 2.0 (SLA2.0)** aims to support the transition to a sustainable and smart energy system with automated demand side management through the application of the Social Licence to Automate (SLA) concept.

To achieve this, the project builds on the insights gained on deciding factors for the granting of a social license for automated DSM in the previous Task “Social License to Automate” (concluded in October 2021) and considers the role of gender and other diversity factors in energy consumption flexibility, identifies the contribution potential of energy communities, and defines flexibility consumption profiles and criteria for their standardization. Thus, the SLA2.0 will adapt the social license concept towards an integration of more diverse user groups and develop stakeholder-specific recommendations regarding flexibility profiles, engagement approaches, and energy community projects.

Results from the first project year underline that diversity dimensions impact demand side flexibility and need to be considered in program design to support participation of disadvantaged groups such as women, the energy-poor and older consumers. In relation to this they further show that the ability to address social factors plays a role in the success of energy communities and that not all types of energy communities are currently in a good position to do so. Finally, they emphasize the importance of developing solutions that allow not just single users but households to participate, therefore supporting the overcoming of information gaps resulting from chore distribution.



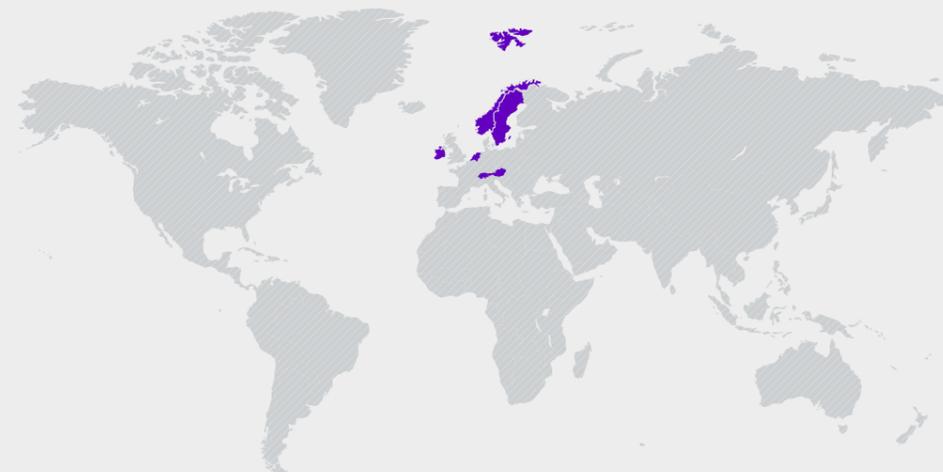
Major achievements during 2023/24

- ➔ Within the first project year, **Subtask 1** has conducted a systematic literature analysis to identify existing knowledge and gaps regarding the role of gender and other diversity dimensions in demand side management, covering papers ranging from attitudes and motivators to household dynamics, household flexibility, and energy poverty. Three workstreams for the data collection have been defined based on these results: Workstream *Attitudes and Motivations* provides insights into group-specific differences regarding attitudes and behaviour on a large scale; workstream *Middle Actors* looks at how the role of middle actors is interpreted and carried out, how this impacts the adoption of automated DSM, and who is engaged; workstream *Household Dynamics* explores the interrelation between household composition, household dynamics and automated DSM. Data collection and analysis are currently underway in all workstreams and results from Subtask 1 were presented at the *Behaviour and Energy Efficiency Conference BEHAVE23* in Maastricht, NL (November 28-29, 2023).



(L-R) Bernadette Power, Frederike Ettwein, Giulia Garzon, Andrea Werner, Lisa Diamond, Helena Strömberg, Yechennan Peng, Geraldine Ryan.

- ➔ **Subtask 2** has developed a conceptual framework which encompasses energy community initiative’s essential characteristics to inform how different types address social aspects and hence influence the likelihood of a social license (to automate). This enables a nuanced understanding of the role of social aspects in diverse EC initiatives, specifically regarding energy justice and democracy, social capital and community empowerment. An initial form of the conceptual framework was presented at the International Association for Energy Economics (IAEE) European Conference in Milan, Italy (24-27 July 2023) and a journal paper expanding on this work is currently being revised. Interview to confirm the developed typology and expand gained insights though case studies are being conducted by the team this spring.
- ➔ **Subtask 3** has developed a methodology for analyzing available case study datasets, identifying consumption profile markers and assessing user flexibility under consideration of different diversity dimensions. Data analysis is ongoing, and first results were presented at the BEHAVE23 Conference in Maastricht, NL.



PARTICIPANTS

- Austria
- Ireland
- Netherlands
- Norway
- Sweden
- Switzerland

Engage4Energy: an interactive tool provides guidance for a meaningful public engagement in energy infrastructure projects.

Public engagement for energy infrastructure is of increasing importance as public opposition to projects such as wind farms or electricity grids poses challenges to meeting climate and energy targets. As energy infrastructure moves closer to people's homes, there is a call for effective and meaningful public engagement in energy infrastructure projects. The Public Engagement for Energy Infrastructure Task provides solutions to this.

Results and policy recommendations

The Task found that public engagement with energy infrastructure can be driven or hindered by different factors. People are motivated to engage with energy infrastructure projects if they are affected, have the mandate to influence decisions, and can financially benefit. Institutions and developers can improve involvement mainly by (a) engaging the public early and continuously, (b) addressing the concerns of affected people, (c) communicating timely and transparently, and (d) devolving decision-making power to the public. Identified barriers relate to the public's lack of awareness about projects and their benefits, and of trust in developers or local authorities. Key barriers for institutions and developers to engage with the public are insufficient knowledge, lack of consideration for citizens values and needs, deficient skills to and incomplete legal frameworks.

The Task drew three main policy recommendations to overcome current challenges in public engagement and to help create an environment for meaningful engagement:

Policy Recommendations to Create Meaningful Engagement

<p>Need for communication</p> <p> Policymakers must better communicate about the engagement opportunities, as well as the benefits for the public. National climate policy should also create awareness about the need for energy infrastructure.</p>	<p>Capacity-building</p> <p> Greater awareness and capacity building is needed for businesses, including planners and developers, on the importance of public engagement for a rapid and just energy transition, including best practices for public engagement.</p>	<p>Collaboration</p> <p> Policy makers should incentivise different actors to share experiences & knowledge within and across energy technologies, ensuring participation and engagement processes on the ground are inclusive.</p>
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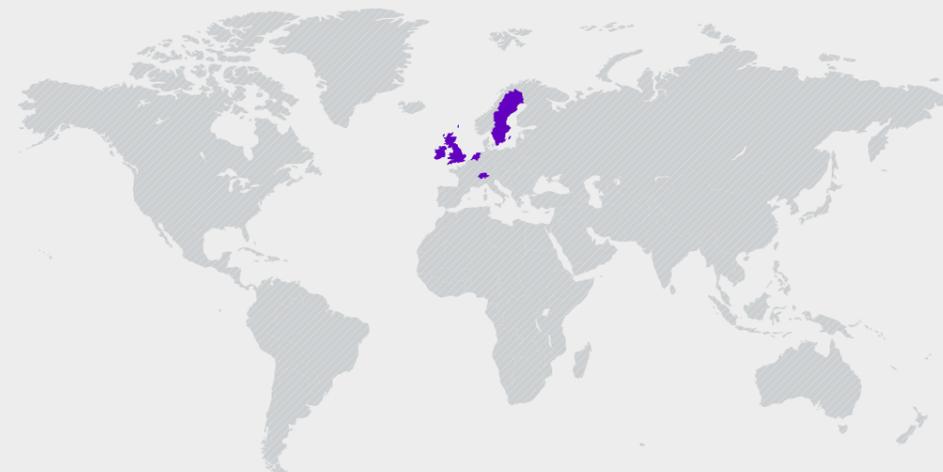
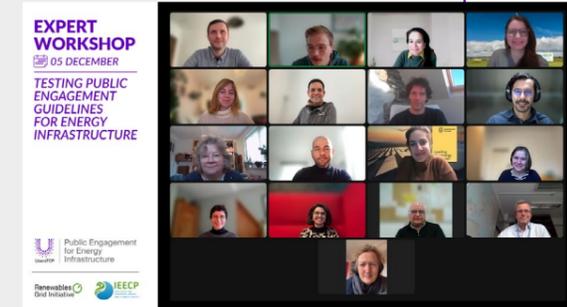
The review of different cases related to public involvement in energy infrastructure showed that public engagement can positively impact the project development process and its outcomes. However, the quality of engagement is crucial for a sustainable and just energy transition. In this content, stakeholder engagement processes should:

Recommendations for Effective Stakeholder Management

<p>01</p> <p>Be inclusive while engaging the public and consider outreach to hard-to-reach groups</p>	<p>02</p> <p>Build trust in and between various actors through inclusive, transparent and equitable processes.</p>	<p>03</p> <p>Engage the public early and continuously in the process, even start before the planning phase</p>	<p>04</p> <p>Consider creating local and regional added value, during construction and in long-term</p>
<p>05</p> <p>Enable the public to become co-owners of the process by involving them in decision making</p>	<p>06</p> <p>Define a budget for engagement, as it can reduce project costs related to opposition and delays</p>	<p>07</p> <p>Establish clear and transparent engagement processes, sharing information openly.</p>	<p>08</p> <p>Explain how results of engagement processes influenced the final design and operation of the project</p>

Major achievements during 2023/24

- The Task published the **report** on “**Drivers and barriers of public engagement in energy infrastructure**”, accompanied by a **slide deck** and a **factsheet**.
- The Task published the **report** “**Impact assessment of case studies. Assessing the impacts of public engagement in energy infrastructure projects**”.
- The Task completed a **comprehensive review** of academic and grey literature to collect and review different socio-psychological, socio-technical, and institutional drivers and barriers of public engagement in energy infrastructure developments.
- The Task completed **25 semi-structured interviews** to discuss key drivers and barriers, as well as good practice cases of public engagement around energy infrastructure with experts.
- The Task assessed **98 diverse cases of public engagement in energy infrastructure** projects to identify the impact of public engagement on the projects.
- The Task completed an **online expert workshop** on guidelines for effective engagement.
- The Task launched an **interactive tool** guiding meaningful engagement in energy infrastructure projects during a **webinar** contributing to the **UsersTCP Academy**.
- Furthermore, the Task was present at **various policy and scientific events**, including the 9th Energy Infrastructure Forum, High-Level Electricity Grids Forum, the General Conference of the European Consortium for Political Research (ECPR) and the Behave2024 conference.



PARTICIPANTS

- Ireland
- Netherlands
- Sweden
- Switzerland
- United Kingdom

The CampaignXchange Task emerged from the collective interest of policymakers to assess the outcomes and features of behavioural interventions in response to the 2022 energy crisis.

The Task aims to share and evaluate the various behavioural campaigns put in place by countries in response to the energy crisis, and to assess their transferability between jurisdictions. The Task is directly informing policy making, involving policymakers in the knowledge transfer programme throughout and is working to establish a network of policymakers with expertise in campaign design and implementation. The Task dovetails with the IEA's work on behavioural change more broadly, increasing the potential pool of participants and reaching a wider audience.

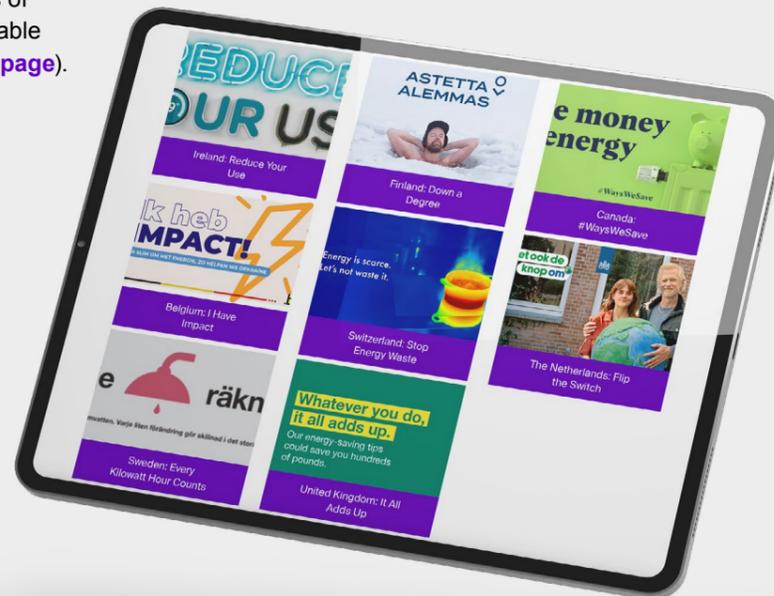
The key objectives of the Task include:

- Creating a collaborative community of practice.
- Facilitating informal knowledge sharing and exchange of experiences among Task Participants.
- Collating campaign case studies, for uploading on a dedicated CampaignXchange Task page on the UsersTCP website.
- Developing a policy guidance for campaign design and evaluation based on examples from different contexts.
- Identifying potential areas for future research, analysis and collaboration.

This Task has gone beyond simple data compilation and has profited from the knowledge exchange among the Task Participants, the IEA and external stakeholders.

To date the Task has resulted in:

- The publication of a **Brief on Emerging Best Practices for campaign design**,
- A three-hour workshop on 'Encouraging Energy Savings through Behaviour Change' involving the private sector, academia and NGOs,
- An online library of case studies of energy saving campaigns (available on the **CampaignXchange webpage**).



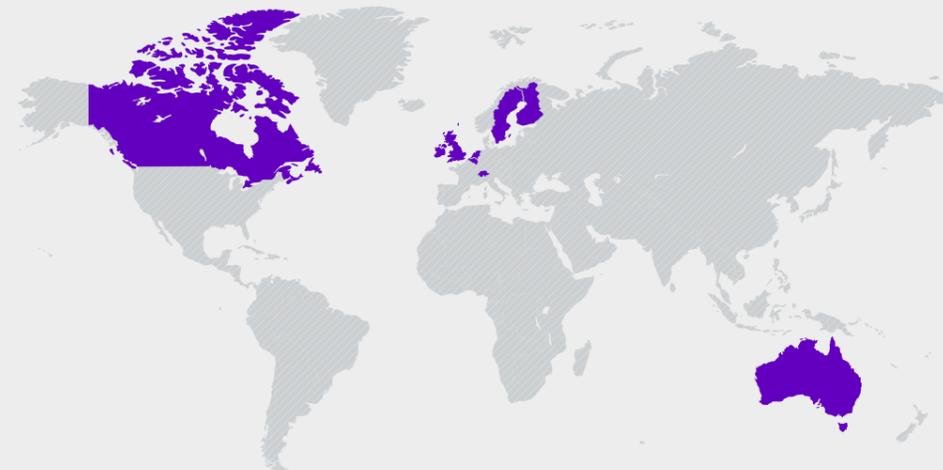
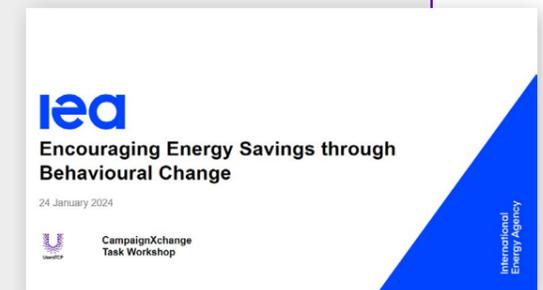
Major achievements during 2023/24

➔ The CampaignXchange Task was launched in June 2023, for a duration of one year. The Task attracted nine active Participants: Australia, Belgium, Canada, Finland, Ireland, The Netherlands, Sweden, Switzerland and the United Kingdom.

➔ **Task Meetings:** During the period from June 2023 to date, there have been five Task meetings, one was held partially in-person at the BEHAVE 2023 conference in Maastricht, The Netherlands. As part of the Task meetings five participating countries and the IEA communications team delivered presentations on behavioural change campaigns, thus facilitating an informal exchange of best practices. The remaining Task Participants will be presenting during the upcoming meetings. Additionally, as part of the data collection and sharing there were more than nine bilateral meetings between Task Participants and the IEA.

➔ **Data gathering and information sharing:** The participants completed detailed questionnaires about their campaigns. This included information on the design, the implementation, the tracking and the results and was a combination of qualitative and quantitative information. The participants were encouraged to disclose information that they were willing to share publicly and information that was to be anonymised prior to sharing, this increased the level of detail and the insights gained by the Task. These questionnaires formed the basis of the brief on emerging best practices and the library of case studies.

➔ **Deliverables:** To date the project has delivered the Emerging Best Practices brief, published on the CampaignXchange webpage, and a workshop on 'Encouraging Energy Savings through Behaviour Change' which had 97 participants from 20 different countries and included inputs from Governments and received some very positive engagement and feedback. In addition, the Emerging Best Practices brief was highlighted in the IEA publication **Energy Efficiency 2023**. Eight case studies have been drafted in consultation with the participants and are now published on the CampaignXchange webpage.



PARTICIPANTS

- Australia
- Belgium
- Canada
- Finland
- Ireland
- Netherlands
- Sweden
- Switzerland
- United Kingdom

TCP Collaboration & Coordination in 2023/24

We are active participants in cross-TCP coordination groups and seek out opportunities for joint research.

Collaboration across the TCP network

- The Energy in Buildings and Communities TCP joined our May 2023 ExCo meeting and, at our November 2023 meeting, we agreed to take forward a proposal for a new joint Task on Human-centric Building Design and Operation for a Changing Climate in 2024/25.
- The International Smart Grids Action Network TCP joined our November 2023 ExCo meeting to discuss potential future collaborative work.
- Our Chair participated in the Universal TCP meeting in October 2023.
- In 2023 we joined the new TCP Coordination Group on Flexibility and look forward to fruitful collaboration in 2024.

Collaboration with the IEA

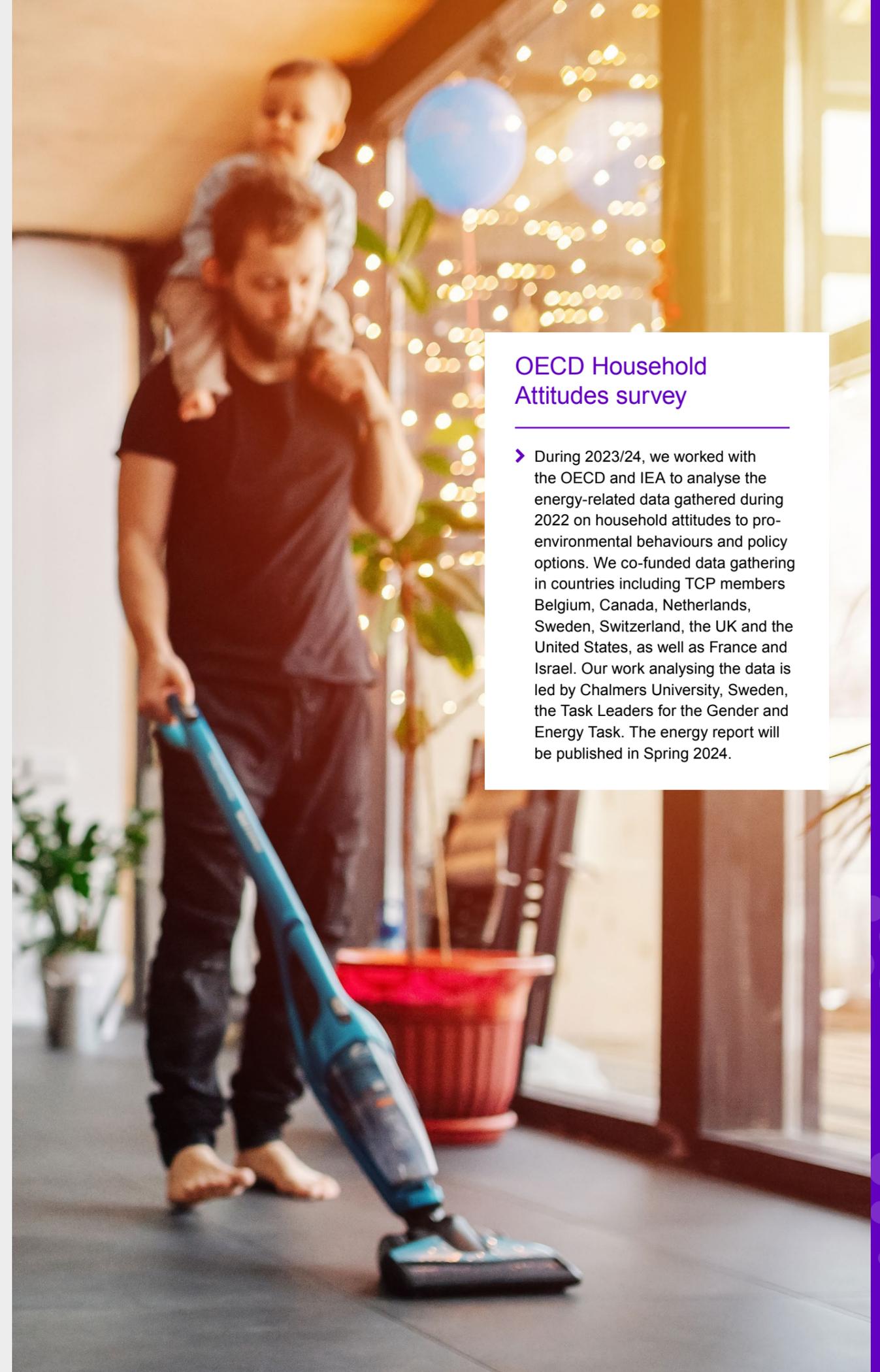
- Users TCP work featured in the IEA's Energy Efficiency 2023 publication, which was presented at the December 2023 Academy webinar session.
- The Social License to Automate 2.0 Task continues to collaborate with the IEA Secretariat on the **Digital Demand-Driven Electricity Networks** (3DEN) Initiative. The team are contributing to the forthcoming 3DEN report looking at "Grids of the Future."
- The Gender & Energy Task presented at an online IEA workshop on "Addressing the gender dimension of the clean energy transition" in April 2023.
- The CampaignXchange Task, coordinated by the IEA secretariat, presented their work at the IEA Energy Efficiency Working Party in September 2023.

EnR Memorandum of Understanding

- In November 2023 we signed an MoU with EnR, the voluntary organisation of European energy agencies at the BEHAVE conference in the Netherlands. Under the MoU will work together to explore collaboration opportunities, disseminate each other's work and jointly develop international information sharing events.

OECD Household Attitudes survey

- During 2023/24, we worked with the OECD and IEA to analyse the energy-related data gathered during 2022 on household attitudes to pro-environmental behaviours and policy options. We co-funded data gathering in countries including TCP members Belgium, Canada, Netherlands, Sweden, Switzerland, the UK and the United States, as well as France and Israel. Our work analysing the data is led by Chalmers University, Sweden, the Task Leaders for the Gender and Energy Task. The energy report will be published in Spring 2024.



Nine more webinars were added to the UsersTCP Academy knowledge base from March 2023 to February 2024. The Users TCP now hosts its own webinars, all of which can be found on the Academy website

2023

March

How to support efficient heating (& cooling) by profiling and nudging energy consumers

PRESENTER(S)

Filippos Anagnostopoulos, IEECP

[VIEW WEBINAR](#)

April

Clean heat standards: US and European approaches to accelerating heat decarbonisation

PRESENTER(S)

Marion Santini, Regulatory Assistance Project

[VIEW WEBINAR](#)

June

100 Villages P2P project in Portugal

PRESENTER(S)

Andreia Carrero, Cleanwatts

[VIEW WEBINAR](#)

July

Are the majority of energy users really hard to reach? Or are we not doing enough to support them?

PRESENTER(S)

Dr Sea Rotmann, HTR Energy Users Task Leader

[VIEW WEBINAR](#)

2024

January

Tracking energy-related behaviours to inform communications – Ireland's Behavioural Energy & Travel Tracker

PRESENTER(S)

Hannah Julienne, SEAI

[VIEW WEBINAR](#)

February

Introducing a new guidebook to improve consumer engagement with demand-response initiatives

PRESENTER(S)

Jesper Akesson and Ondrej Kacha, Behavioural Insights Platform Task Leaders

[VIEW WEBINAR](#)

October

Understanding the role of gender, age and income in demand side management participation potential

PRESENTER(S)

Lisa Diamond, SLA Task Leader (AIT) and Giulia Garzon, Energieinstitut an der JKU Linz

[VIEW WEBINAR](#)

November

Behavioural Insights for Sustainable Energy Use

PRESENTER(S)

Luis Mundaca, IIIEE, Lund University, Sweden

[VIEW WEBINAR](#)

December

Recent IEA Analysis from the Energy Efficiency Market Report 2023

PRESENTER(S)

Natalie Kauf and Jack Miller (IEA)

[VIEW WEBINAR](#)



2023/24 Executive Committee and TCP Changes

Executive Committee

All member countries form the Executive Committee of the UsersTCP with one voting delegate from each country. This voting group is overseen by the Executive Steering Committee (ESC), during 2023/24 the office bearers were:

- **David Shipworth** (UK), Chair of UsersTCP
- **Gerdien de Wegner** (the Netherlands), Vice-Chair Finance
- **Josephine Maguire** (Ireland) – until July 2023
- **Ben Copp** (Canada) – from August 2023

In addition the Head of Secretariat, Samuel Thomas, and Secretariat Support, Vikki Searancke make up the members of the ESC.

The ESC is supported by a Finance sub-committee and a Strategy Working Group.

Delegate changes in 2023/24

Australia's Department of Climate Change, Energy, the Environment and Water became the new Contracting Party for **Australia** in September 2023, appointing Dr David Atkins as primary delegate and Ms Samantha Perez as alternate. Sharon Rosenrauch replaced Samantha in December 2023.

Ms Valerie Bennett was named as the alternate delegate for **Canada** in August 2023.

Ms Hannah Julienne replaced Ms Josephine Maguire as the primary delegate for **Ireland** in August 2023. Mr Ciarán Lavin became the alternate delegate in September 2023.

Korea nominated Mr Hwan-Jung Jung to replace Mr Kevin Kim as the primary delegate in January 2024.

New Zealand's Ministry for Business, Employment and Innovation (MBIE) became the new Contracting Party for New Zealand in August 2023. It nominated Giuliana Taylor and Mikey Smyth as the new primary and alternate delegates respectively, replacing Nina Campbell and Osmond Borthwick.

In December 2023, Professor Tomas Moe Skjolsvold became the primary delegate for **Norway**, replacing Even Bjørnstad.

In January 2024, Marianne Karlsson resigned as the primary delegate for **Sweden**.

The **United States** nominated P Marc LaFrance in April 2023 as the primary delegate, replacing Monica Neukomm, and Jonathan Cohen was nominated as the alternate delegate.

A full list of member delegates at February 2024 is shown in Attachment 1.

2023/24 ExCo Meetings

In May 2023, delegates travelled to Halifax, Canada for the **7th ExCo meeting**, hosted by Natural Resources Canada and EfficiencyOne.

The **8th ExCo meeting** was held in November 2023 in the Netherlands to coincide with the Behave conference. This allowed a larger number of delegates and Task Leaders to attend in-person.

Attachments



Attachment 1

User-Centred Energy Systems ExCo Delegates as at February 2024

Australia

Primary

Dr David Atkins
Department of Climate Change,
Energy, the Environment and Water
E: David.Atkins@dceew.gov.au

Alternate

Ms Sharon Rosenrauch
Department of Climate Change,
Energy, the Environment and Water
E: Sharon.Rosenrauch@dceew.gov.au

Austria

Primary

Ms Tara Esterl
AIT Austrian Institute of Technology
E: tara.esterl@ait.ac.at

Alternate

Ms Sabine Mitter
Federal Ministry of Climate,
Environment, Energy, Mobility,
Innovation and Technology (BMK)
E: Sabine.Mitter@bmvit.gv.at

Belgium

Primary

Mr François Brasseur
Federal Public Service Economy,
SPF Economie
E: Francois.Brasseur@economie.fgov.be

Alternate

Mr Geert Deconinck
KU Leuven – ESAT/Electa
E: Geert.Deconinck@kuleuven.be

Canada

Primary

Mr Ben Copp
Natural Resources Canada
E: Ben.Copp@nrcan-rncan.gc.ca

Alternate

Ms Valerie Bennett
Natural Resources Canada
E: valerie.bennett@nrcan-rncan.gc.ca

Finland

Primary

Mr Jussi Mäkelä
Business Finland
E: jussi.makela@businessfinland.fi

Ireland

Primary

Ms Hannah Julienne
Sustainable Energy
Authority of Ireland
E: hannah.julienne@seai.ie

Alternate

Mr Ciarán Lavin
Sustainable Energy
Authority of Ireland
E: Ciaran.Lavin@seai.ie

Italy

Primary

Mr Simone Maggiore
Ricerca sul Sistema Energetico
(RSE S.p.A.)
E: Simone.Maggiore@rse-web.it

Alternate

Mr Marco Borgarello
Ricerca sul Sistema Energetico
(RSE S.p.A.)
E: marco.borgarello@rse-web.it

Netherlands

Primary

Ms Gerdien de Weger (Vice-Chair)
Netherlands Enterprise Agency
E: gerdien.deweger@rvo.nl

Alternate

Ms Nicole Kerkhof
Netherlands Enterprise Agency
E: nicole.kerkhof@rvo.nl

New Zealand

Primary

Ms Giuliana Taylor
Ministry of Business, Innovation
and Employment
E: Giuliana.Taylor@mbie.govt.nz

Alternate

Mr Mikey Smyth
Ministry of Business, Innovation
and Employment
E: Mikey.Smyth@mbie.govt.nz

Norway

Primary

Mr Tomas Skjølsvold
Norwegian University of Science
and Technology
E: tomas.skjolsvold@ntnu.no

Alternate

Mr Tor Brekke
ENOVA SF
E: tor.brekke@enova.no

Republic of Korea

Primary

Mr Hwan-Jung Jung (from Jan 2024)
Korea Energy Agency
E: hjjung76@energy.or.kr

Alternate

Mr Sangku Park
Korea Energy Agency
E: skupark@energy.or.kr

Sweden

Primary

TBA
The Swedish Energy Agency

Alternate

Ms Helena Karresand
The Swedish Energy Agency
E: helena.karresand@energimyndigheten.se

Switzerland

Primary

Mr Markus Bareit
Swiss Federal Office of Energy (SFOE)
E: markus.bareit@bfe.admin.ch

Alternate

Mr Klaus Riva
Swiss Federal Office of Energy (SFOE)
E: klaus.riva@bfe.admin.ch

United Kingdom

Primary

Ms Emma Claydon
Department for Energy Security
& Net Zero
E: emma.claydon@energysecurity.gov.uk

Alternate

Prof David Shipworth (Chair)
UCL Energy Institute
E: d.shipworth@ucl.ac.uk

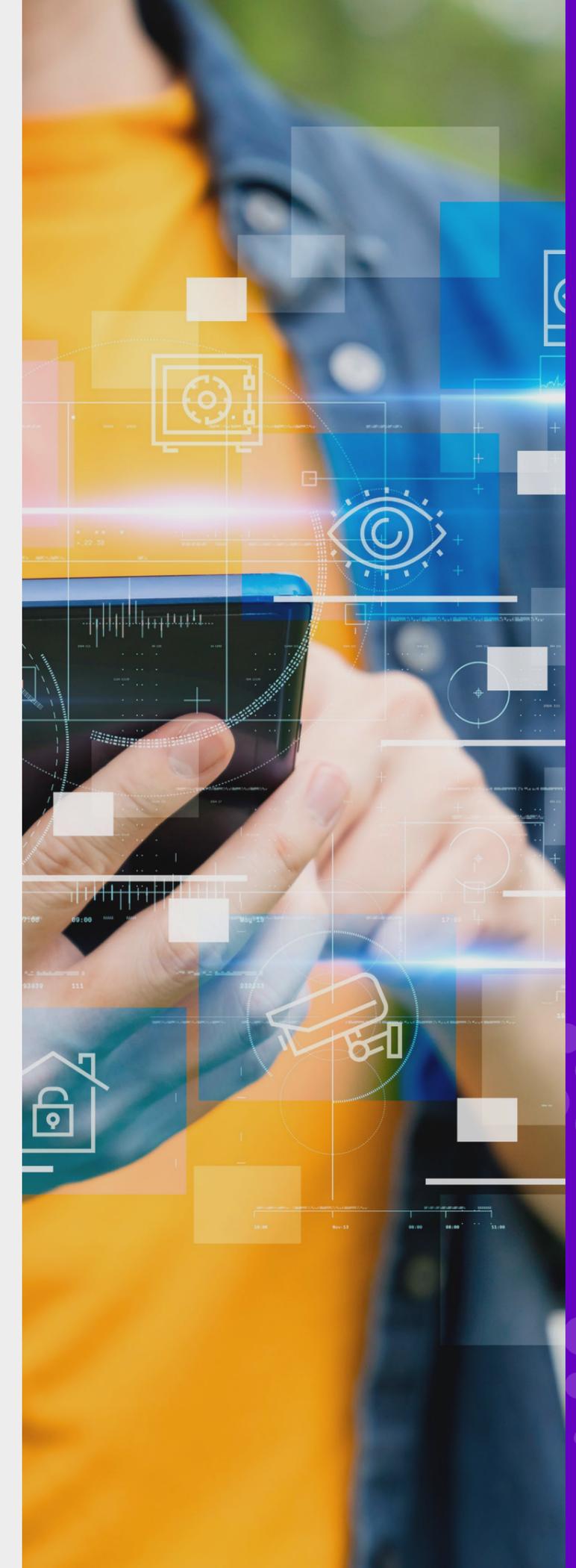
United States

Primary

P Marc LaFrance
US Department of Energy
E: marc.lafrance@ee.doe.gov

Alternate

Mr Jonathan Cohen
US Department of Energy
E: jonathan.cohen@ee.doe.gov



Attachment 2

Energy Sector Behavioural Insights Platform 2023/24 Record of Activities & Participants

Publications in 2023/24

Date	Publication	Intended Audience	Location
February 2024	Applying behavioural insights to unlock energy demand flexibility	Public	Online here

Workshops & Conferences in 2023/24

Date	Conference	Intended Audience	Location
May 2023	Introducing the BI Toolkit: Canadian government webinar	Members only	Online
November 2023	BEHAVE conference	Public	Maastricht, Netherlands
February 2024	Users TCP Academy webinar	Public	Online
	Ireland Smart Energy Service Working group webinar	Members only	Online

Management/Experts Meetings in 2023/24

Date	Conference	Intended Audience	Location
April 2023	Experts meeting	Members only	online
November/December 2023	8th ExCo meeting	Members only	Delft, Netherlands

Collaborations with IEA Secretariat, Other TCP's or International Organisations in 2023/24

Date	Conference	Intended Audience	Location
November 2023	EnR - Chairing demand flexibility sessions at BEHAVE conference	Public	Maastricht, Netherlands

Activities Planned for 2024/25

Date	Activity
March 2024	Ireland's International Developments and Engagements Group webinar
	Published an invited article in EnR newsletter
April 2024	Deliver a guidebook webinar for OFGEM
June 2024	Presentation at joint EnR/Users TCP conference, Lisbon, Portugal
June 2024	Attend 9th ExCo meeting in-person
February 2025	Users TCP Academy webinar

Participation

Countries participating in this Task are Canada, Ireland, Netherlands, United Kingdom and Switzerland.

The Task Leaders are **Jesper Akesson**: jesper@thebehaviouralist.com and **Ondrej Kacha**: ondrej@thebehaviouralist.com from The Behaviouralist.

🌐 Visit the Energy Sector Behavioral Insights Task website [here](#).

Global Observatory on Peer-to-Peer Trading Task 2023/24 Record of Activities & Participants

Publications in 2023/24

Date	Publication	Intended Audience	Location
February 2024	Policy Brief – "Unlocking local energy markets"	Policy makers, public	Online here

Workshops & Conferences in 2023/24

Date	Conference	Intended Audience	Location
December 2023	7th GO-P2P meeting "Making Local Energy Markets a Reality" - day 1	Public	Delft, Netherlands
	7th GO-P2P meeting "Making Local Energy Markets a Reality" - day 2	Members only	Delft, Netherlands
	Kick-off Meeting Case Study Data collection + monthly drop in sessions	Task participants	Online

Management/Experts Meetings in 2023/24

Date	Conference	Intended Audience	Location
March 2023	Task meeting		Online
June 2023	Task meeting		Online
December 2023	Task meeting		Online

Activities Planned for 2024/25

Date	Activity
May 2024	8th GO-P2P Meeting "Scaling Up local energy markets" - day 1
	8th GO-P2P Meeting "Scaling Up local energy markets" - day 2

Participation

Countries participating in this Task are Australia, Belgium, Ireland, Italy, Netherlands, New Zealand, Korea, Switzerland, UK, USA.

The Task Leader is **Anna Gorbacheva**: GO-P2P@userstcp.org from University College London.

🌐 Visit the Global Observatory on Peer-to-Peer Trading website [here](#).

Attachment 2

Hard-to-Reach Energy Users Task 2023/34 Record of Activities & Participants

Publications in 2023/24

Date	Publication	Intended Audience	Authors
May 2023	Rotmann, S., Silk, J., Willis, S. (2023). Engaging consumers, enabling DERs and realising flexibility - a decade of practitioner insights in Aotearoa. EEA Conference: Christchurch, May 2023.	Conference attendees	
	Rotmann, S. (2023). Hidden Hardship Hui Report. Minutes from the 3rd National Expert meeting in Wellington, March 2023.	Members only	
September 2023	Mundaca, L., Rotmann, S., Ashby, K., Karlin, B., Butler, D., Sequeira, M.M., Gouveia, J.P., Palma, P., Realini, A., Maggiore, S., Feenstra, M. (2023). Hard-to-Reach Energy Users: An ex-post cross-country assessment of behavioural-oriented interventions. Energy Research and Social Science.	Public	Online here
November 2023	Rotmann, S. (2023). Are The Majority Of Energy Users Really "Hard-To-Reach" Or Are We Not Trying Hard Enough To Reach Them? BEHAVE Conference: Maastricht, November 2023.	Public	Online here
	Rotmann, S. and Cheetham, E. (2023). Successfully Reaching The Hard-To-Reach By Improving Home Energy Assessment Toolkits With The Help Of Frontline & Community Providers. BEHAVE Conference: Maastricht, November 2023.	Public	
December 2023	Malik, J., Hong, T., Wei, M., Rotmann, S. (2023). To decarbonize our buildings we need to focus on energy sufficiency. Nature Behaviour	Public	Online here
	Rotmann, S., Ashby, K., Sullivan, L. (2023). Final Country Report HTR Task Phase 1: U.S. Final country report for Consortium of Energy Efficiency, HTR Task	Public	Online here
	Mundaca, L. (2023). Policy Lessons and Reflections on Interventions addressing 'Hard-to-Reach' Energy Users – with a focus on Low-income and Vulnerable households. Final country report for the Swedish Energy Agency, HTR Task: Lund.	Members only	

Workshops & Conferences in 2023/24

Date	Conference	Intended Audience	Location
March 2023	Downstream Conference, Wellington, March 2023: Protecting the most vulnerable: Continuing to eradicate energy hardship	Conference attendees	
May 2023	EEA Conference, Christchurch, May 2023: Engaging consumers, enabling DERs, and realising flexibility	Conference attendees	
	Energy Hardship Conference, New Plymouth, May 2023: Addressing energy injustice	Conference attendees	Online here
July 2023	Users TCP Academy webinar	Public	Online here
November 2023	EnAct webinar series "Connecting with Middle Actors"	Conference attendees	
	LBNL Workshop on Demand Flex, Sacramento, Nov 16, 2023 - Can we achieve a just transition?	Conference attendees	
	OERC Conference, Dunedin, Nov 24-25, 2023	Conference attendees	
	Are the majority of energy users really HTR or are we not trying hard enough?	Conference attendees	
	BEHAVE Conference, Maastricht, Nov 28-29, 2023 • Successfully reaching the HTR with HEAT kits • Are the majority of energy users really HTR?	Conference attendees	

Management/Experts Meetings in 2023/24

Date	Conference	Intended Audience	Location
March 2023	3rd National Expert meeting (Hui) Wellington, NZ	Meeting attendees	Wellington, NZ
Quarterly	Quarterly National Expert meetings	National Experts	
Monthly	Monthly CEE meetings	US National Experts	
Quarterly	Quarterly Energy Hardship Reference Group meetings	Invited experts	
Quarterly	Quarterly Energy Wellness Evaluation Group meetings	Invited experts	
Ongoing	20+ invited meetings to industry boards and government groups	Invited experts	

Collaborations with IEA Secretariat, Other TCP's or International Organisations in 2023/24

Activity
Provided information for EE Market Report
Published Nature article with colleagues of former Annex 66 EBC
Fuel Poverty Research Network
CEE Center for Energy Behaviour and Equity
Former Annex 66 by EBC
Fuel Poverty Research Network
Fuel Poverty Research Network
See Change Institute
Uplight
MBIE Energy Hardship Reference Group
Mercury & Genesis Energy

Activities Planned for 2024/25

Date	Activity
March 2024	Survey for Phase 2
	Canadian Standards Association report on behavioural standards for energy programmes
June 2024	Literature review hidden energy users
	National Expert meeting in Boston, US
September 2024	Programme inventory
November 2024	Report into unintended consequences when designing just transition programmes and policies

Participation

Countries participating in this Annex are New Zealand, Sweden and United States.

The Task Leader is **Dr Sea Rotmann**: drsearotmann@gmail.com from Sustainable Energy Advice Ltd, New Zealand.

🌐 Visit the Hard-to-Reach Energy Users Task website [here](#).

Attachment 2

Gender & Energy Task

2023/24 Record of Activities & Participants

Publications in 2023/24

Date	Publication	Intended Audience	Authors
April 2023	Dunphy, N. P. Revez, A. Lennon, B. Brenner-Fließner, M. (2023) Typology of Energy Citizenship(s). Deliverable 2.2 of Horizon 2020 project Energy Citizens for Inclusive Decarbonization-ENCLUDE. Cork, University College Cork	Public, Policy makers	
May 2023	Task newsletter #3	Public	Online here
	Publication: Kreuger, H., "Mapping the mindsets of Dutch municipal policy workers on mitigating energy poverty in the gender-just transition: An exploratory Q-study". Master thesis done part of the UserTCP work.	Public, Policy makers, Academics	Online here
June 2023	Publication: Mallant, K., "Refracted Reflections: Perceptions of Gender Inequality in Dutch Energy Organisation". master thesis done as part of the UserTCP work.	Public, Policy makers, Academics	Online here
	ECD (2023), How Green is Household Behaviour?: Sustainable Choices in a Time of Interlocking Crises, OECD Studies on Environmental Policy and Household Behaviour, OECD Publishing, Paris. Kavya Michael and Helene Ahlberg contributed to the report.	Public, Policy makers	
September 2023	Report: Hauser, B. Badieijaryani, A. et. al. Case study on Energy Consulting in Austria.	Public, Policy makers, Academics	
	Report: Michael, K, Hultman, M., Gender analysis of Swedish energy and climate plan.	Public, Policy makers, Academics	Online here
February 2024	Report: Hard to Reach Energy Users in Energy Research & Social Science. Marielle Feenstra was co-author and contributed both from the insights of the Hard to Reach Energy Users as well as the Gender & Energy Annex.	Public, Policy makers, Academics	Online here
	Task newsletter #4	Public	Online here

Workshops & Conferences in 2023/24

Date	Conference	Intended Audience	Location
April 2023	International Research about the energy transition in the built environment. Organised by RVO. Marielle Feenstra speaking.	Academic, Education, Industry	Utrecht, Netherlands (also online)
	International Conference on Gender and Energy: Session on Task work, Joy Clancy	Academic	Derry, Ireland
May 2023	German ministry of Education and Research workshop: Who's got the power? – Sex and Gender in Energy Research". Anna Åberg, Kavya Michael, Marielle Feenstra and Niall Dunphy.	Public, Academic	Online
	Applied workshop on future-oriented engagement tools feeding into co-created interactive tool kit. Online	Multiple stakeholders	Online here
June 2023	6th European Climate Change Adaptation Conference- ECCA 2023: Actionable Knowledge for a Climate Resilient Europe; Dublin Castle, Ireland	Academic, Artists, Policy Makers	Dublin, Ireland
	Workshop on gender and users with the Gothenburg municipal energy company (Göteborgs Energi), Anna Åberg, Kavya Michael, Katharina Merl, Kalle Ekdahl	Industry	Gothenburg, Sweden
August 2023	Paper presentation: Michael, K. Zanzibar Solar mama's case study and qualitative review paper. Nordic development conference NORDEV 23	Academic	Uppsala, Sweden
September 2023	Invited presentation: Clancy, J, "Gender and Energy Research - A historical overview and suggestions about where we need to go." at Gender Equality and Social Inclusion (GESI) Workshop held at the University of Sheffield, UK	Academic	Sheffield, UK
October 2023	Policy workshop held with the Swedish Energy Agency. Anna Åberg and Martin Hultman.	Policy makers	Eskilstuna, Sweden
November 2023	BEHAVE conference. Anna Åberg, Joy Clancy, Marielle Feenstra, Katharina Merl, Kalle Ekdahl, Sylvia Breukers, Camilla Andersson, Alexandra Revez and Niall Dunphy participated.	Academic, Policy makers, Industry	Maastricht, Netherlands
Nov 2023	Gender and Energy research: Where are we now? Where do we want to go? How do we get there? A Workshop linked to Joy Clancy's Farewell Symposium. Joy Clancy, Marielle Feenstra, Anna Åberg, Kavya Michael, Camilla Andersson, and Martin Hultman participated	Policy makers	Enschede, Netherlands

Management/Experts Meetings in 2023/24

Date	Publication	Intended Audience	Location
March 2023	Task meetings		
June 2023	Task meetings		
December 2023	Task meetings		

Collaborations with IEA Secretariat, Other TCP's or International Organisations in 2023/24

Date	Publication	Intended Audience	Location
April 2023	IEA workshop: Addressing the gender dimension of the clean energy transition, Joy Clancy	Public	Online
Ongoing	IEEE Gender, Equality and Social Inclusion working group on standards	IEEE members, research policy	Online here

Activities Planned for 2024/25

Date	Activity	Intended Audience	Location
April 2024	Final Dissemination and stakeholder event	Public, Policy makers, Academic	Vienna, Austria
In review	Publication: Ahlberg, H., Michael, K., Unsworth, S., Hategekimana, S., Osunmuyiwa, O., Åberg, A. and Hultman, M. "Inclusive energy transitions from a power and policy perspective – reviewing the uptake and marginalization of critical social science in scholarship on energy users"	Academic	
May 2024	Hybrid conference on concepts and ethics of SSH and climate change in Graz, Austria	Multiple stakeholders	Online here
Spring 2024	Publication: Policy brief based on the research of the Task	Policy makers, Academic and public	
April 2024	Phase 2 workshop	Task participants	Vienna, Austria
June 2024	Proposal for Phase 2 presented to the Users TCP ExCo	Users TCP ExCo	Boston, US/online
June 2024	Publication: Subtask 1 report on state of the art and best practices	Policy, Academic and public	Online
June 2024	Publication: Subtask 2 report on Policy barriers	Policy, Academic and public	
Fall 2024	Publication: Research review article on User exclusion in energy transitions	Academic	
Fall 2024	Publication: Research review article on Framings of users in energy transitions	Academic	
January 2025	Planned start of phase 2	Task participants	

Participation

Countries participating in this Task are Australia, Austria, Ireland, Netherlands, United States and Sweden.

The Task Leader is **Anna Åberg, Chalmers University of Technology**: anna.berg@chalmers.se.

🌐 Visit the Gender & Energy Task website [here](#).

Attachment 2

Social License to Automate Task 2.0 2022/23 Record of Activities & Participants

Publications in 2023/24

Date	Publication	Intended Audience	Location
July 2023	Conference Paper: Typologies of energy community initiatives and their social implications	Scientific audience	Online
November 2023	Conference Abstract: Unveiling Energy Consumption Flexibilities from a Gender and Diversity Perspective	Scientific audience	Online
	Conference Abstract: Community owned/co-owned wind farms: The extent and the determinants of citizens' willingness to participate under different types of arrangements	Scientific audience	Online
	Conference Abstract: Sparks of Change: How do Age and Gender Impact the Actions Taken to Reduce Energy Use?	Scientific audience	Online
	Conference Paper: The Role of Gender, Age and Income in Demand Side Management Participation: A Literature Review	Scientific audience	Online
February 2024	Conference Abstract: An Inclusive and Community-Oriented Social License to Automate: First Insights	Scientific audience	Online

Workshops & Conferences in 2023/24

Date	Conference	Intended Audience	Location
July 2023	International Association for Energy Economics IAEE	Registered participants	Milan, Italy
October 2023	UsersTCP Academy Webinar	Public (registered participants)	Online
November 2023	BEHAVE2023 conference	Registered participants	Maastricht, Netherlands
February 2024	Symposium Energieinnovation EnInnov 2024	Registered participants	Graz, Austria
	Workshop "CLOSING THE GAP – von der Vision smarter Energiedienstleistungen zur erfolgreichen Umsetzung"	Registered participants	Graz, Austria

Management/Experts Meetings in 2023/24

Date	Conference	Intended Audience	Location
Mar 2023	Task meeting		Online
June 2023	Task meeting		Online
Sept 2023	Task meeting		Online
Nov 2023	Task meeting		Online
	Monthly Meetings Subtask 1 since January 2023		
	Monthly Meetings Subtask 2 since January 2023		
	Bi-monthly Meetings Subtask 3 since March 2023		

Collaborations with IEA Secretariat, Other TCP's or International Organisations in 2023/24

Date	Conference/Publication	Intended Audience	Location
March 2023 – January 2024	Collaboration with 3DEN		Online

Activities Planned for 2023/24

Date	Activity
March, June, September 2024	Task meetings
Monthly/bi-monthly	Subtask meetings
TBA	Completion of final report
TBD	Publish Policy Brief

Participation

Countries participating in this Task are Austria, Ireland, Netherlands, Norway, Sweden, and Switzerland.

The Task Leaders are **Lisa Diamond**: Lisa.Diamond@ait.ac.at from AIT Austrian Institute of Technology and **Frederike Ettwein**: ettwein@technikum-wien.at from University of Applied Sciences, Vienna, Austria.

🌐 Visit the Social License to Automate Task website [here](#).

Attachment 2

Public Engagement for Energy Infrastructure Task 2023/24 Record of Activities & Participants

Publications in 2023/24

Date	Publication	Intended Audience	Location
November 2023	Report on "Drivers and barriers of public engagement in energy infrastructure"	Policymakers, practitioners	Online here
	Factsheet on "Drivers and barriers of public engagement in energy infrastructure"	Policymakers, practitioners	Online here
February 2024	Report on "Impact assessment of case studies. Assessing the impact of public engagement in energy infrastructure projects"	Policymakers, practitioners	Online here

Workshops & Conferences in 2023/24

Date	Conference	Intended Audience	Location
June 2023	Energy Infrastructure Forum (contribution)	Policy, industry	
	RGI online Stakeholder Engagement Roundtable (organizing)	Industry, civil society	
September 2023	High-Level Electricity Grids Forum: Future of Our Grids (contribution)	Policy, industry	
	European Consortium for Political Research (ECPR)'s General Conference (contribution)	Science	
	RGI Energy&Space workshop, Brussels (organizing)	Industry, civil society, policy making	
October 2023	RGI online Stakeholder Engagement Roundtable (organizing)	Industry, civil society	
November 2023	BEHAVE conference in Maastricht (contribution)	Industry, civil society	
	European Commission's PCI Energy Days in Brussels (contribution)	Policy, industry	
December 2023	Engage4Energy expert workshop (organizing)	Industry, policy, civil society	
February 2024	Capacity Building & Strategy workshop: Grids in the EU and CEE (contribution)	Civil society	

Management/Experts Meetings in 2023/24

Date	Conference	Intended Audience	Location
March 2023	Task kick-off meeting		
April, June, August, October, December 2023	Task meetings		
December 2023	Expert workshop on the Best Practice Guidelines		
January 2024	In-person Task meeting in Berlin		

Collaborations with IEA Secretariat, Other TCP's or International Organisations in 2023/24

Date	Conference	Intended Audience	Location
June 2023	Hydrogen TCP ExCo meeting		
	Exchanges with Wind TCP		

Activities Planned for 2024/25

Date	Activity
March 2024	Interactive guideline (PDF) on meaningful engagement in energy infrastructure for promoters, policymakers and civil society
	Mar 2024
	Final Task meeting
April 2024	Factsheet "Impact assessment of case. Assessing the impact of public engagement in energy infrastructure projects"
	Exchanges with governments and government organisations of Task participants (planned for Ireland and Netherlands)
May 2024	Users TCP Academy webinar

Participation

Countries participating in this Task are Ireland, Netherlands, Sweden, Switzerland and United Kingdom

The Task is jointly led by the Institute for European Energy and Climate Policy (IEECP) and the Renewables Grid Initiative (RGI).

Contact: Diana Süßer: diana@ieecp.org from the Institute for European Energy and Climate Policy, **Stephanie Bätjer:** stephanie@renewables-grid.eu and **Andrzej Ceglarz:** andrzej@renewables-grid.eu from the Renewables Grid Initiative.

🌐 Visit the Public Engagement for Energy Infrastructure Task website [here](#).

Attachment 2

CampaignXchangeTask 2023/24 Record of Activities & Participants

Publications in 2023/24

Date	Publication	Intended Audience	Location
December 2023	Emerging Best Practices	Public	Online here

Workshops & Conferences in 2023/24

Date	Conference	Intended Audience	Location
January 2024	Encouraging Energy Savings through Behavioural Change	Members and invitation	IEA headquarters and Online

Collaborations with IEA Secretariat, Other TCP's or International Organisations in 2023/24

Date	Conference	Intended Audience	Location
November 2023	Energy Efficiency 2023		Online here

Activities Planned for 2024/25

Date	Activity
March 2024	Case Studies publication
April/May 2024	Workshop

Participation

Countries participating in this Task are Australia, Belgium, Canada, Finland, Ireland, the Netherlands, Sweden, Switzerland, UK.

The Task Leader is the IEA, Energy Efficiency Division.

Contact: Emma Mooney: Emma.Mooney@iea.org from the IEA

🌐 Visit the CampaignXchangeTask website [here](#).



About the International Energy Agency (IEA)

The IEA is at the heart of global dialogue on energy, providing authoritative analysis, data, policy recommendations, and real-world solutions to help countries provide secure and sustainable energy for all.

The IEA was created in 1974 to help co-ordinate a collective response to major disruptions in the supply of oil. While oil security remains a key aspect of their work, the IEA has evolved and expanded significantly since its foundation.

Taking an all-fuels, all-technology approach, the IEA recommends policies that enhance the reliability, affordability and sustainability of energy. It examines the full spectrum issues including renewables, oil, gas and coal supply and demand, energy efficiency, clean energy technologies, electricity systems and markets, access to energy, demand-side management, and much more.

Since 2015, the IEA has opened its doors to major emerging countries to expand its global impact, and deepen cooperation in energy security, data and statistics, energy policy analysis, energy efficiency, and the growing use of clean energy technologies.

IEA Technology Collaboration Programmes

The Technology Collaboration Programme supports the work of independent, international groups of experts that enable governments and industries from around the world to lead programmes and projects on a wide range of energy technologies and related issues. The experts in these collaborations work to advance the research, development and commercialisation of energy technologies. The scope and strategy of each collaboration is in keeping with the IEA Shared Goals of energy security, environmental protection and economic growth, as well as engagement worldwide.

The breadth of the analytical expertise in the Technology Collaboration Programme is a unique asset to the global transition to a cleaner energy future.

These collaborations involve over 6 000 experts worldwide who represent nearly 300 public and private organisations located in 55 countries, including many from IEA Association countries such as China, India and Brazil.