



Guideline - Local Citizen Engagement Strategies for Pilot Municipalities

D4.2 H2020 Excite



Project full title	Award Excellence, Invest in Trust: Tailored Energy Management Services for East European Local Authorities
Project acronym	EXCITE (Excite)
Grant Agreement No.	892034
Coordinator	Center for Energy Efficiency (EnEffect)
Project duration	1 September 2020 – 31 August 2023
Project website	http://www.excite-project.eu/
Work Package	4. Civil engagement strategies
Deliverable	4.2 Local civil engagement strategies for pilot municipalities
Delivery Date	Month 15
Dissemination level	Public
Main target group	Local authorities of municipalities
Responsible for the report:	Austrian Energy Agency
Authors	Liljana Alceva, Habitat for Humanity Macedonia Stanislav Andreev, Center for Energy Efficiency EnEffect Leonardo Barreto-Gomez, Austrian Energy Agency Dorin Beu, Romania Green Building Council Gabriele Brandl, Austrian Energy Agency Petra Gruber, SIR – Salzburger Institut für Raumordnung und Wohnen Nejc Jurko, Energy Agency of Savinjska, Šaleška and Koroška Region Hana Kolenc, Energy Agency of Savinjska, Šaleška and Koroška Region Rudolf Köstler, Austrian Energy Agency Pascal Steingruber, Brandes Energie AG Dragomir Tzanev, Center for Energy Efficiency EnEffect Vitaliy Volkov, Association "Energy Efficient Cities of Ukraine"



Disclaimer: The sole responsibility for the contents of this publication lies with the authors. It does not necessarily reflect the opinion of the EASME or the European Union.

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 892034.

Table of contents

I.	Executive summary	5
II.	Introduction	6
III.	Benefits of tailor-made Citizen Engagement strategies	8
IV.	Status of Citizen Engagement in Pilot municipalities – Results from the questionnaires	9
01.	Key indicators.....	9
(a)	North Macedonia	10
(b)	Romania	12
(c)	Bulgaria	14
(d)	Slovenia.....	17
(e)	Ukraine.....	20
02.	Selected additional questions.....	24
(a)	Statement from the municipal council for citizen engagement	25
(b)	Citizens' assemblies, workshops, working groups	26
(c)	Communication and energy-related trainings to increase citizen engagement.....	27
(d)	Involvement of citizens in pilot projects.....	29
(e)	Energy poverty and citizen engagement	30
(f)	Communication with homeowner associations	31
(g)	Consulting for citizens.....	32
V.	High-Level Commitment (strategy) to citizen Engagement.....	34
01.	Template for the high-level commitment.....	34
02.	High-Level commitments of the Pilot Municipalities.....	36
(a)	North Macedonia.....	36
(b)	Romania	39
(c)	Bulgaria	42
(d)	Slovenia.....	46
(e)	Ukraine.....	49
VI.	Target Setting - Planned Activities/Activity list.....	58
VII.	10 Potential Measures for Citizen Engagement identified	60
VIII.	Good-Practice Examples in the pilot municipalities	63
01.	Participatory Budgeting in Cluj-Napoca (Romania)	63
02.	Citizen´s engagement App in Karposh (North Macedonia)	64
03.	Engagement with Homeowners for building refurbishment in Gabrovo (Bulgaria)	65
04.	Engaging with Homeowner Associations for building renovation (North Macedonia).....	66

05.	Setting up digital communication with citizens of Trostyanets (Ukraine).....	67
06.	Citizens’ engagement by crowdfunding for renovation of public buildings (Slovenia)	68
IX.	Interface to the European Energy Award	69
X.	Interface to Covenant of Mayors initiative	71

I. EXECUTIVE SUMMARY

EXCITE, a H2020 project, applies well-established energy management schemes in Central and Eastern European municipalities, enabling them to become trusted partners for investors, engaging and stimulating local communities for climate action and gaining Europe-wide public recognition for their efforts. To achieve this overarching goal, EXCITE will focus on delivering higher quality and consistency of energy efficiency and CO₂ reduction measures through the implementation of enhanced energy management systems in countries in Central and Eastern Europe. By using the methodology of the European Energy Award (eea), it will facilitate political recognition and joint application of a common monitoring and verification scheme in a coherent process ensuring strict coordination of different administrative levels. Citizen engagement on municipal level is at the heart of the European Energy Award (eea) programme.

Within the EXCITE project, the status of citizen engagement in the pilot municipalities was assessed (see chapter IV). The results of the assessment confirmed that citizen engagement is already an integral part of their activities. Nevertheless, they also indicate that in several municipalities support is needed to enhance engagement in energy-related issues.

To integrate citizen engagement in the daily business of local authorities, tailor-made strategies (high-level commitments) for each pilot municipalities were created (see chapter V). The main goals of the signed high-level commitments to citizen engagement are to increase the communication between local governments and citizens and to increase the awareness of citizens for climate and energy relevant topics. These citizen engagement strategies/high-level commitments help citizens and communities become better informed about initiatives of their municipal administration and, if possible, actively involved in renewable energy and energy efficiency projects, which in turn facilitate project development and implementation in municipalities. Some high-level commitments are already signed and approved by the mayors of the pilot municipalities, some are still in the approval process.

Within the assessments of the status of citizen engagement in the pilot municipalities, also some Good-Practice examples for citizen engagement of some pilot municipalities were identified such as participatory budgeting in Cluj-Napoca (Romania) and in several municipalities in Ukraine. Other pilot municipalities can learn from the dissemination of these good-practice examples (see chapter VIII).

In addition to the assessments of the status of citizen engagement in the pilot municipalities bilateral discussions with all EXCITE project partners were conducted to identify potential measures for the tailor-made citizen engagement strategies of each municipality. The most popular measures are listed in chapter VII and can be integrated in each activity plan of each pilot municipality.

In chapter IX and X the interfaces to the eea catalogue of measures and the Covenant of Mayors initiative are highlighted more in detail.

Chapter VI gives a first insight in the target planning and activity lists, which will be finalized in one of the next steps of the project.

II. INTRODUCTION

Societal engagement has become central for energy transitions that are more democratic, sustainable, socially shaped, responsible, just, and responsive to public values and human needs.¹ Citizen engagement can provide multiple benefits for local communities, municipalities and other stakeholders. Citizen engagement can help governments achieve better results in public service delivery, public financial management, governance, social inclusion and empowerment.

Excite is a H2020 project that applies well-established energy management schemes in Central and Eastern European municipalities, in order to enable them to become trusted partners of investors, to engage and stimulate local communities for climate action and gain public recognition for their efforts throughout Europe. To achieve this overarching goal, Excite focuses on delivering higher quality and consistency of energy efficiency and CO₂ reduction measures by implementing enhanced energy management systems in countries in Central and Eastern Europe. The project applies the methodology of the European Energy Award (eea), and thus prompts political recognition and joint application of a common monitoring and verification scheme in a coherent process that ensures strict coordination of different administrative levels. Citizen engagement on municipal level is at the heart of the European Energy Award programme. A key tool of the European Energy Award (eea) programme is the Catalogue of Measures that is implemented in the online application "European Energy Award management tool" (EMT): it is a standardised catalogue of 79 measures related to energy and climate protection. Each measure is allocated a maximum number of potential points, which can be adjusted depending on the municipality's scope of action (<https://www.european-energy-award.org/european-energy-award/tools>). Citizen engagement on municipal level is addressed in several areas but most prominently in area 6 "Communication and Cooperation" of the standardised catalogue. Especially sub-area 6.4 focusses on communication and cooperation with residents.

Excite invests significant efforts in developing interface capacities for engagement with civil society and incentives for local communities to use available opportunities proactively and become a driving force in the energy transition.

Within the Excite project, a questionnaire was developed to assess the status of citizen engagement in the pilot municipalities. The results of the questionnaire, which was filled out by each pilot municipality and/or municipal energy consultant², confirm that citizen engagement is already an integral part of their activities. Nevertheless, they also indicate that in several municipalities support is needed to enhance engagement in energy-related issues (see Chapter III).

Results of the questionnaires were then used as input to devise citizen engagement strategies tailor-made for each pilot municipality. Each strategy (high-level commitment, see chapter IV) was developed by the national partners together with local authorities. Some high-level commitments are already signed and approved by the mayors, some are still in the approval process.

These citizen engagement strategies/high-level commitments help citizens and communities become better informed about initiatives of their municipal administration and, if possible, actively involved

¹ Chilvers, J., Pallett, H., Hargreaves, T., 2018: Ecologies of participation in socio-technical change: The case of energy system transitions. *Energy Research & Social Science* Volume 42, August 2018, Pages 199-210. <https://doi.org/10.1016/j.erss.2018.03.020>

² in the case of Sofia, the questionnaire/survey is completed based on the data available in the SECAP and the corresponding communication strategy

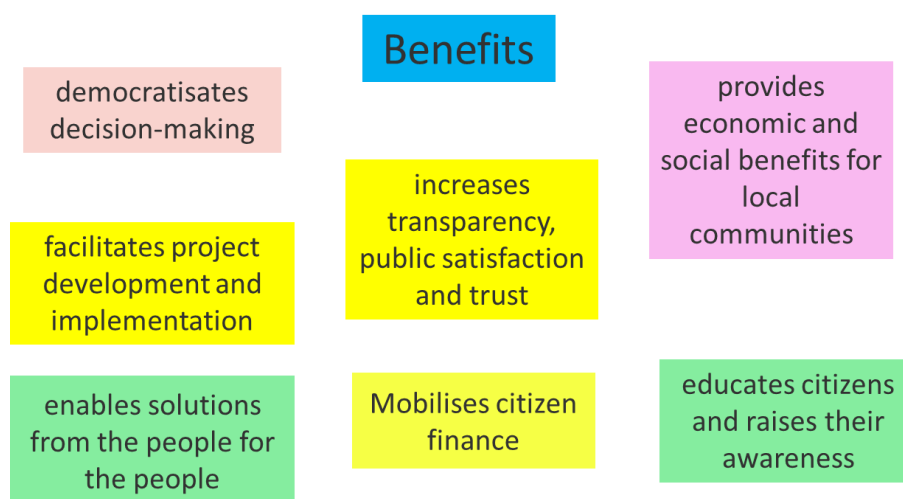
in renewable energy and energy efficiency projects, which in turn facilitate project development and implementation in municipalities.

The targets and activity lists according to the strategies/high-level commitments of all pilot municipalities will be created respectively finalized within task 4.3.

III. BENEFITS OF TAILOR-MADE CITIZEN ENGAGEMENT STRATEGIES

Citizen engagement provides opportunities to harness resources of citizens to achieve the energy transition and needs to be actively supported and encouraged by the local government. Implementing citizen-centric solutions based on the needs of the people and communities that they serve helps increase public satisfaction and trust. Citizen participation leads to a heightened awareness of the collective need for action.

Collaboration between citizens and local administrations plays a vital role in advancing energy transition measures in municipalities. Citizen engagement strategies allow local governments to promote collaboration with citizens. As such, they lead to a consensus based on more knowledge and information of citizens and facilitate better implementation of energy efficiency and renewable energy measures.



Graph 1: Benefits of citizen engagement

Potential benefits for pilot municipalities regarding citizen engagement could be among others:

- Individual activities are structured and documented so that they can easily be institutionalised and continuous improvement is guaranteed
- Participation of citizens in innovative financing mechanism for photovoltaic (PV)
- More opportunities to learn from each other
- Increased renewables and better air quality
- Increased refurbishment of buildings
- Strengthened partnership between local authorities

IV. STATUS OF CITIZEN ENGAGEMENT IN PILOT MUNICIPALITIES – RESULTS FROM THE QUESTIONNAIRES

01. KEY INDICATORS

The tables below summarise some key indicators in pilot municipalities.

Relevant topics for citizen engagement identified through the questionnaire include building thermal renovation, energy-efficient public lighting, clean mobility, efficient heating and cooling, energy poverty, energy efficiency in schools, solar PV (photovoltaic) installations in private buildings, and improving air quality. The identified topics were used as a basis to define citizen engagement strategies.

Citizen engagement requires local administrations to create a communication strategy that includes reaching out and involving citizens. Several municipalities already have a sound communication strategy and good communication channels in place while other have yet to develop them. In several municipalities, existing communication channels are already being used to make contact with citizens on specific energy-related issues. In other cases, the range of topics covered by existing channels could be extended to include energy efficiency and renewable energy, or even new channels could be created.

One of the key performance indicators for citizen participation is the figure of voters in the last municipal election³. This is the reason why these figures are included in the following tables.

³ According to the EU project: H2020CoME EAsy – D1.7 Report on KPIs set selection

(a) North Macedonia

Table 1: Key indicators of citizen engagement in pilot municipalities of North Macedonia⁴

Municipality	Inhabitants	Participation in last election	CoM signatory	Communication strategy	a) Contact person(s) in the municipality for citizens b) Energy/Environmental Team appointed	Best communication channels for citizen engagement	Climate-relevant topics for citizen engagement
Karposh	60,725	58%	yes	no	Ad a): Public relation department Ad b): yes	<ul style="list-style-type: none"> Website www.karpos.gov.mk Newsletter and magazine <i>Karpos IN</i> Mobile application: mZaedica Print media, TV Surveys Social media (Facebook, Youtube, Instagram) Energy Efficiency week Citizen assemblies and workshops (at the moment online due to COV19) Consulting service for citizens who want to change their heating system (interface EU Replace project) 	<ul style="list-style-type: none"> Implementing and promoting energy efficiency measures Reduction of electricity consumption Reduction of CO₂ emissions into the air Use of renewable energy sources Sustainable urban mobility (e.g. cycling) Promoting efficient heating and cooling devices as a replacement for old and inefficient systems (interface EU Replace project)
Kicevo	51,000	~53%	no	no	Ad a): Main contact person for citizen engagement appointed and Unit for energy efficiency and renewable sources of Municipality of Kicevo has also direct contact with citizens Ad b): no	<ul style="list-style-type: none"> Websites in Macedonian and English: <ul style="list-style-type: none"> www.kercova.gov.mk www.kicevo.gov.mk Directly /with physical presence in the municipal building Telephone and SMS Social media /Viber and Messenger Email Bulletin boards Citizen assemblies Communication with NGOs Survey 	<ul style="list-style-type: none"> Use/exploitation of solar energy through installation of solar collectors and photovoltaics Conversion of the current street lighting to energy-efficient bulbs and implementation of a street lighting management system close to SMART CITY Shutdown of the coal-powered thermoelectric power plant Oslomej in the near future Determining a location for a sanitary depot for the disposal and recycling of waste (avoiding illegal disposal); Waste water treatment plant Homeless dogs on the streets

⁴ Based on the questionnaires filled out by each pilot municipality and/or municipal energy consultant

Municipality	inhabitants	Participation in last election	CoM signatory	Communication strategy	<p>a) Contact person(s) in the municipality for citizens</p> <p>b) Energy/Environmental Team appointed</p>	Best communication channels for citizen engagement	Climate-relevant topics for citizen engagement
Kocani	38,092	~63%	yes	yes	<p><i>Ad a):</i> Main contact person for citizen engagement appointed (one-stop-shop) and concerning energy & environmental topics:</p> <ul style="list-style-type: none"> • Department for planning and development (related to energy) • Department for urbanism, environmental protection and communal issues (related to environment) <p>and Environmental Protection Advisor as a contact for complaints, grievances, requests</p> <p><i>Ad b):</i> yes, a joint Commission for preparation and implementation of the Energy Efficiency Programme is appointed</p>	<ul style="list-style-type: none"> • Website www.kocani.gov.mk • Consulting service for citizens who want to change their heating system and mobility (subsidies for air conditioners, pellet stoves and bicycles) • Social media 	<ul style="list-style-type: none"> • Involving citizens in the development of the Municipal Energy Efficiency Programme, continuous involvement in the preparation of the annual energy efficiency plan • Involving citizens in the preparation of the strategy for sustainable development <p>Utilisation of renewable energy sources and environmental protection:</p> <ul style="list-style-type: none"> • Raising awareness for an increased change of heating systems to environmentally friendly air conditioners and pellet stoves in individual households – promoting subsidies and consulting • Raising awareness for more cycling – promoting subsidies for bicycles • Implementing afforestation actions in cooperation with non-governmental organisations • Involving citizens and civil society organisations in relevant projects of the municipality

(b) Romania

Table 2: Key indicators of citizen engagement in pilot municipalities of Romania⁵

Municipality	inhabitants	Participation in last election	CoM signatory	Communication strategy	a) Contact person(s) in the municipality for citizens b) Energy/Environmental Team appointed	Best communication channels for citizen engagement	Climate relevant topics for citizen engagement
Cluj-Napoca	310,000 - 400,000 ⁶	63%	Yes, or similar	yes ⁷	<p><i>Ad a):</i> No specific person appointed, each department has own communication; e.g. contact persons and telephone numbers are available on websites</p> <p><i>Departments related to environmental topics:</i></p> <ul style="list-style-type: none"> • Energy efficiency Office • Urban Ecology Direction (noise, waste air quality) • Department for EU funds – CoM • Department external relation <p><i>Ad b):</i> no</p>	<ul style="list-style-type: none"> • Website www.primariaclujnapoca.ro • Telephone • Email • Social media (Facebook, Instagram) • Participatory budget (articles in local newsletters, billboards, etc.) • Communication with homeowner associations • Debates on solutions by external organisations under the umbrella of Cluj-Napoca (for small scale projects) 	<ul style="list-style-type: none"> • Carbon-neutral city • Urban mobility (public transport)⁸ • Transportation strategy⁹ • Thermal rehabilitation of public buildings and NZEB¹⁰ condominiums • Increasing green spaces • Energy poverty – supporting households with low income

⁵ Based on the questionnaires filled out by each pilot municipality and/or municipal energy consultant

⁶ Not all citizens are registered (e.g. students)

⁷ Participatory budget included

⁸ Every Friday in Romania: free public transport

⁹ Transportation strategies are necessary for large cities

¹⁰ NZEB: Nearly Zero Energy Building

<i>Municipality</i>	<i>inhabitants</i>	<i>Participation in last election</i>	<i>CoM signatory</i>	<i>Communication strategy</i>	<i>a) Contact person(s) in the municipality for citizens</i> <i>b) Energy/Environmental Team appointed</i>	<i>Best communication channels for citizen engagement</i>	<i>Climate-relevant topics for citizen engagement</i>
Zalau	56,202	48%	yes	no	<i>Ad a):</i> no; Related to energy and environment: Technical department can be contacted <i>Ad b):</i> no	<ul style="list-style-type: none"> • Website www.zalausj.ro • Participatory budget participbuget.zalausj.ro • Email • Social media • Exhibitions, events • Active communication with homeowner associations 	<ul style="list-style-type: none"> • Public lighting • Thermal renovation of envelopes of flat blocks • Energy efficiency of schools • Public transport
Deva	61,123	45.3%	yes	no	<i>Ad a):</i> no; Related to energy and environment: Energy Efficiency department can be contacted <i>Ad b):</i> no	<ul style="list-style-type: none"> • Website www.primariadeva.ro • Participatory budget deva.decide.direct/proiecte • Social media • Exhibitions, events • Active communication with homeowner associations (homeowner associations need to approve the thermal refurbishment) • Telephone • Email 	<ul style="list-style-type: none"> • Thermal refurbishment of flat blocks: technical advice about solutions and costs • Energy poverty: reducing electricity and gas bill by improving energy efficiency • PV installations on private buildings

(c) Bulgaria

Table 3: Key indicators of citizen engagement in pilot municipalities of Bulgaria¹¹

Municipality	inhabitants	Participation in last election	CoM signatory	Communication strategy	a) Contact person(s) in the municipality for citizens b) Energy/Environmental Team appointed	Best communication channels for citizen engagement	Climate relevant topics for citizen engagement
Sofia	1,300,000	42.82%	yes	yes	<p><i>Ad a):</i></p> <ul style="list-style-type: none"> Contact center (virtual) Public Relation expert in each department Communication expert <p><i>Planned Contact person(s) in the municipality for citizens related to energy:</i></p> <ul style="list-style-type: none"> Energy center¹² <p><i>Ad b):</i> yes - within energy management unit, Directorate Infrastructure and Environment</p>	<p>Very good:</p> <ul style="list-style-type: none"> TV Social media Open days <p>Good:</p> <ul style="list-style-type: none"> Website www.sofia.bg Email and telephone (e.g. concerning the implementation of the stove replacement project, about 10,000 households were contacted) Open space events – eco pavilion, meetings with citizens Active communication with homeowner associations Involvement of citizens in pilot projects 	<ul style="list-style-type: none"> Increasing energy efficiency: accelerating the energy efficiency renovation of residential buildings, improvement of air quality, improvement of urban environment, wellbeing and energy poverty Improving the urban environment and increasing the adaptation potential to climate change, conservation of biodiversity, improvement of air quality Replacement of heating appliances and energy efficiency Increasing renewable energy sources Solar PV installations on private and municipal buildings <p>Citizen engagement is supported by: Due to its size, the Sofia Municipality is divided into 24 districts, each with a separate district mayor. Each district administration has an appointed ecologist who is responsible for the implementation of environmental legislation and initiatives, including energy efficiency programmes in multifamily buildings.</p>

¹¹ Based on the questionnaires filled out by each pilot municipality and/or municipal energy consultant

¹² In the planning phase

Municipality	inhabitants	Participation in last election	CoM signatory	Communication strategy	a) Contact person(s) in the municipality for citizens b) Energy/Environmental Team appointed	Best communication channels for citizen engagement	Climate-relevant topics for citizen engagement
Gabrovo	66,551	49.9%	yes	yes	<p>Ad a):</p> <ul style="list-style-type: none"> Regional Information Center (3 experts) Public Relation expert (2 experts) <p>Ad b): yes</p>	<ul style="list-style-type: none"> Website <i>gabrovo.bg/bg</i> Innovation camp – target groups: youth, NGOs and businesses (bi-annually), promoted via all local communication channels (specialised web platform, website of the municipality, social media, local newspapers and radios) Advice and support related to the renovation programme – targeting homeowners’ associations, using all available channels (specialised GIS-based web platform, website of the municipality, social media, local newspapers and radios, public events and discussion, telephone hotline), but mostly based on direct visits by municipal officials to homeowners’ associations Construction fair – biannual event supported by the municipality presenting innovations in the construction sector “Uzana meadow” fest – annual open-air gathering in the nearby mountain area, aimed at youth, sustainable tourism, sustainable farming, ecological businesses and initiatives, etc. Promoted by a specialised web platform and official channels of the municipality, as well as by the participants themselves Public consultations on municipal acts – open public consultations taking place via email and directly in open gatherings of the municipal council Cultural events: Gabrovo festival, Days of Humor and Satire, events in the “Etar” ethnographic complex, etc. <p>Direct communication, supported by information on municipal websites and other official channels; social media, local media, specialised fairs and exhibitions. Closely related to national policies and communications of the central government</p>	<ul style="list-style-type: none"> Participation of building owners in the National programme for renovation of multifamily residential buildings Renovation of residential buildings/energy poverty Raising awareness of energy-efficient buildings: Responsible behaviour for the maintenance of the building stock, implementation of energy efficiency measures Sustainable mobility Solar PV Renewable energy cooperatives

<i>Municipality</i>	<i>Inhabitants</i>	<i>Participation in last election</i>	<i>CoM signatory</i>	<i>Communication strategy</i>	<i>a) Contact person(s) in the municipality for citizens</i> <i>b) Energy/Environmental Team appointed</i>	<i>Best communication channels for citizen engagement</i>	<i>Climate-relevant topics for citizen engagement</i>
Dobrich	90,123	30%	yes	yes ¹³	<p><i>Ad a):</i></p> <ul style="list-style-type: none"> Information desk Department for Public Relations <p><i>Ad b):</i> yes - within energy management unit, Directorate Infrastructure and Environment</p>	<p>Very good:</p> <ul style="list-style-type: none"> Brochures, leaflets Telephone – green phone line Social media (Facebook) Citizens assemblies, workshops: during the implementation of projects Consulting of citizens: info desks Active communication with homeowner associations on energy-efficient refurbishment of multifamily residential buildings (national programme) <p>Good:</p> <ul style="list-style-type: none"> Websites <ul style="list-style-type: none"> Website in Bulgarian: www.dobrich.bg Website in English: www.dobrich.bg/en Email Articles in newspapers TV Exhibition, events (only in conjunction with projects) Surveys Active communication with NGOs Involvement of citizens in pilot projects 	<ul style="list-style-type: none"> Involving citizens in actions regarding energy and environmental behaviour (from the perspective of a consumer, from the perspective of a business) Energy-efficient refurbishment of multifamily residential buildings Energy efficiency of new buildings Energy-efficient buildings: information campaigns, surveys, information tools, financing mechanisms, behavior change trainings in schools) Solar PV installations on private and municipal buildings Roadmap “Imagine Dobrich 2050” SEAP “Energy sustainable Dobrich 2030” <p>Citizen engagement is supported by:</p> <ul style="list-style-type: none"> Dobrich Local Energy Agency is one of the partners of the Municipality and provides support through its expertise in the development and implementation of energy and climate projects Energy companies which operate on the territory of the city, such as Energy Distribution North Ltd. and ARESGAS EAD, are partners and can also support the development process with data and thorough analyses, including ESCO offering and liberalisation of the energy market

¹³ Citizen engagement is included

(d) Slovenia

Table 4: Key indicators of citizen engagement in pilot municipalities of Slovenia¹⁴

Municipality	Inhabitants	Participation in last election	CoM signatory	Communication strategy	a) Contact person(s) in the municipality for citizens b) Energy/Environmental Team appointed	Best communication channels for citizen engagement	Climate relevant topics for citizen engagement
Velenje	30,000	42.78%	yes	yes ¹⁵	<p><i>Ad a):</i> Official reception office is focal point</p> <p><i>Contact person(s) for the municipality for citizens:</i> Local Energy Agency KSSENA is responsible for energy-related¹⁶ topics</p> <p><i>Departments related to environmental topics:</i></p> <ul style="list-style-type: none"> • Office for communal activities • Office for spatial planning • Office for investments • Office for restructuring <p><i>Ad b):</i> yes</p>	<ul style="list-style-type: none"> • Website www.velenje.si • Publications on the energy transition • Local newspaper • Social media (Facebook, Twitter) • Survey (e.g. for Sustainable Urban Mobility Plan) • Communication with homeowner associations and NGOs • Consulting for citizens by local energy agency • Involvement of citizens in pilot projects related to energy efficiency and renewable energy ("smart suburbs") 	<ul style="list-style-type: none"> • Renewable energy: increasing solar PV installations on private and municipal buildings • Energy transition • Spatial planning and renewable energy • Carbon-free public transport

¹⁴ Based on the questionnaires filled out by each pilot municipality and/or municipal energy consultant

¹⁵ But without citizen engagement

¹⁶ External office

Municipality	inhabitants	Participation in last election	CoM signatory	Communication strategy	a) Contact person(s) in the municipality for citizens b) Energy/Environmental Team appointed	Best communication channels for citizen engagement	Climate-relevant topics for citizen engagement
Celje	49,540	29.71%	yes	yes ¹⁷	<p><i>Ad a):</i> Focal point is contact centre, can redirect energy & environmental topics</p> <p>Departments related to environmental topics: Department of Environment and Spatial Planning</p> <p><i>Ad b):</i> yes</p>	<p>Very good:</p> <ul style="list-style-type: none"> • Website moc.celje.si • Telephone • Email • Social media (Facebook, Youtube) • Workshops, awareness-raising campaigns, public consultations • Consulting for citizens by Department of Environment and Spatial Planning • Involvement of citizens in pilot projects • Communication with homeowner associations and NGOs <p>Good:</p> <ul style="list-style-type: none"> • TV Celje • Bulletin board of departments • Brochures and leaflets • Local newspaper (<i>Mestni časopis Celje</i>) 	<ul style="list-style-type: none"> • Renewable energy: improving the use of renewable energy resources (e.g. information on subsidies) • Use of public transport (CELEBUS, KOLESCE)

¹⁷ But without citizen engagement

<i>Municipality</i>	<i>inhabitants</i>	<i>Participation in last election</i>	<i>CoM signatory</i>	<i>Communication strategy</i>	<i>a) Contact person(s) in the municipality for citizens</i> <i>b) Energy/Environmental Team appointed</i>	<i>Best communication channels for citizen engagement</i>	<i>Climate-relevant topics for citizen engagement</i>
Slovenj Gradec	16,576	63.79 %	yes	yes	<p><i>Ad a):</i> Official reception office is focal point</p> <p><i>Contact person(s) for the municipality for citizens:</i> Local Energy Agency KSEENA is responsible for energy¹⁸ related topics</p> <p><i>Departments with relations to environmental topics:</i></p> <ul style="list-style-type: none"> • Department of Spatial Planning, Environmental Protection and Municipal Property Management • Department of Infrastructure, Investments and Development • Department of Non-Economic Activities <p><i>Ad b):</i> yes</p>	<ul style="list-style-type: none"> • Website www.slovenjgradec.si • Publications to energy transition • Local newspaper - S Glasnik • Survey (e.g. for Sustainable Urban Mobility Plan) • Communication with homeowner associations and NGOs • Consultancy for citizens by NSvet – lenergy counseling • Involvement of citizens in pilot projects related to energy efficiency and renewable energy 	<ul style="list-style-type: none"> • Renewable energy: increase solar PV installations on private and municipal buildings • Spatial planning and renewable energy • Carbon free public transport • Particulate matter (PM) monitoring

18 external office

(e) Ukraine

Table 5: Key indicators of citizen engagement in pilot municipalities of Ukraine¹⁹

Municipality	inhabitants	Participation in last election	CoM signatory	Communication strategy	a) Contact person(s) in the municipality for citizens b) Energy/Environmental Team appointed	Best communication channels for citizen engagement	Climate-relevant topics for citizen engagement
Chortkiv City Territorial Community (Ternopil Region)	37,425	37.7% in local elections on 25 October 2020	Yes, since 2016, with obligations until 2030	No	Ad a): Mr. Bohdan Skolnytskyi Mr. Taras Zayets Municipal development, international cooperation and EE department Ms. Lyudmyla Kolisnyk Ad b) yes	<ul style="list-style-type: none"> • By city council decision No 198 of 28 January 2021, e-consultations and e-surveys for inhabitants were officially approved. Since 2016, inhabitants have been able to use e-petitions. • Educational events in schools • Bike actions and questionnaires • Energy days • Surveys in social networks 	<ul style="list-style-type: none"> • Raising the social awareness of local residents for the rational use of energy resources • Implementation of Energy Efficiency measures in public buildings • Implementation of the Sustainable Energy and Climate Action Plan (SECAP) • Waste management, including sorting, recycling and disposal of hazardous waste (batteries, mercury-containing devices) • New transport network construction • Solving public transport issues in community • Reforming the health care system
Myrhorod City Territorial Community (Poltava Region)	50,531	27.9% in local elections on 25 Oct 2020	Yes, since 2012 ²⁰	Yes	Ad a): Natalia Kondra Municipal initiatives, investments and energy management department: Usyk Tetyana Housing department: Oleksandr Vasylovych Utility company "Spetskomuntrans": Oleksandr Onyschenko Usyk Tetyana Ad b) yes	<ul style="list-style-type: none"> • EU mobility week • EU SEW (European Sustainable Energy Week) • Promotion of cycling • Public hearings during city council meetings • Social networks and local media 	<ul style="list-style-type: none"> • Social security (subsidies) • Housing (roads repairing, refurbishment, tariffs) • Healthcare (consultations, vaccination, closure of pharmacies) • Land issues • Efficient use of energy • District Heating modernisation • River water purification • Waste water treatment • Transition to RES • Eco-friendly public transport

¹⁹ Based on the questionnaires filled out by each pilot municipality and/or municipal energy consultant

²⁰ with obligations until 2020 and renewed obligations until 2030; SECAP development process has already started

<i>Municipality</i>	<i>inhabitants</i>	<i>Participation in last election</i>	<i>CoM signatory</i>	<i>Communication strategy</i>	<i>a) Contact person(s) in the municipality for citizens</i> <i>b) Energy/Environment Team appointed</i>	<i>Best communication channels for citizen engagement</i>	<i>Climate-relevant topics for citizen engagement</i>
Novovolynsk City Territorial Community (Volyn Region)	60,368	34.5% in local elections on 25 October 2020	Yes, since 2012, with new obligations until 2030	No	Ad a): Head of the digital transformation and communication department: Mr. Andriy Medyna Construction and housing department Deputy Head of the Department: Mr. Bohdan Myronyuk Deputy Mayor: Ms. Yulia Lefter Head of the investment and projects department: Ms. Veronika Sergeyeva Councilor of the city mayor: Mr. Oleh Popkov Energy manager: Mr. Serhyy Matiychuk Ad b) yes	<ul style="list-style-type: none"> • From time to time (approx. once per month), inhabitants participate in public hearings organised by the municipality • Members (deputies) of the city environment commission in cooperation with local activists conduct constant meetings with inhabitants, in particular related to activities of industrial companies. 	According to data of 2020, main queries of inhabitants were related to: <ul style="list-style-type: none"> • social assistance and subsidies (459 requests) • communal services problems (337 requests); • housing policy (224 requests)

<i>Municipality</i>	<i>inhabitants</i>	<i>Participation in last election</i>	<i>CoM signatory</i>	<i>Communication strategy</i>	<i>a) Contact person(s) in the municipality for citizens</i> <i>b) Energy/Environment Team appointed</i>	<i>Best communication channels for citizen engagement</i>	<i>Climate-relevant topics for citizen engagement</i>
<i>Sievierodonsk Military-Civil Administration (Luhansk Region)</i>	163,113	29.6% in local elections in October 2015	Yes, since 2013, with new obligations until 2030	Yes	Ad a): Head of the internal policy and public relations department: Ms. Hanna Antsupova Head of the economic development department: Ms. Anastasia Pivovarova Head of the civil and ecology protection department: Mr. Anton Potanin Head of the housing sub-department: Mr. Anton Kovalevskyy Ad b) yes	<ul style="list-style-type: none"> • Participation in advisory councils related to EE • Participation in Energy Days • Surveys about EE via website • Focus groups on SECAP development 	<ul style="list-style-type: none"> • Providing material assistance • Housing and communal services problems • Sidewalk repairing • Social assistance and subsidies • Development and implementation of the SECAP 2030 • Implementation of EE measures in residential sector, "warm" loans • Implementation of EE measures in the housing sector • Monitoring of the energy consumption

<i>Municipality</i>	<i>inhabitants</i>	<i>Participation in last election</i>	<i>CoM signatory</i>	<i>Communication strategy</i>	<i>a) Contact person(s) in the municipality for citizens</i> <i>b) Energy/Environmental Team appointed</i>	<i>Best communication channels for citizen engagement</i>	<i>Climate-relevant topics for citizen engagement</i>
Trostyanyets City Territorial Community (Sumy Region)	29,184	42.9% in local elections on 25 October 2020	Yes, SECAP 2030 was developed and approved in 2018	No	<p>Ad a):</p> <p>Head of the informational activities and communication with public department Mr. Roman Miroschnichenko</p> <p>Informational activities and communication with public department Trostyanyets TV company Mr. Roman Miroschnichenko</p> <p>Head of the housing and energy management department Mr. Oleksiy Kotko</p> <p>City energy manager Mr. Andriy Zykov</p> <p>Head of the utility company "Chyste misto" Valentyna Kolodko</p> <p>Director of the utility company "Trostyanyets komunservice" Mr. Andriy Samoday</p> <p>Ad b) yes</p>	<ul style="list-style-type: none"> • TV • Newspaper • Facebook page • Surveys • Public hearings • Public consultations • Public discussions • Online surveys 	<ul style="list-style-type: none"> • Roads repairing • Refurbishment and equipment of the local hospital • Improvement of water supply • Improvement of transport connections between towns of the community • Energy monitoring • Examination of public buildings' conditions • Landscaping

02. SELECTED ADDITIONAL QUESTIONS

In this section, based on the filled out questionnaires by each pilot municipality and/or municipal energy consultant, answers to selected relevant questions posed to the representatives of municipalities are presented.

- *Is there a clear statement from the municipal council for citizen engagement?*

A number of municipalities already incorporate citizen engagement in their municipal strategies and policies and involve citizens in public discussions related to key issues for the city development. Some municipalities, however, do not have a statement on citizen engagement from the municipal council yet.

- *Are assemblies, workshops, working group meetings held with citizens?*

Several municipalities organise citizen assemblies and public hearings, for instance for public consultations on municipal acts. They also organise project workshops or working group meetings with their citizens. Until 2020 these meetings were held with physical presence, but since then only online: This was a problem at the beginning (especially due to technical problems), but it opened the discussion to people who were not attending the face-to-face meetings.

- *From the perspective of the municipality: Which communication/energy-related trainings or which additional resources are needed for local authorities to increase citizen engagement?*

Representatives from the municipalities identified a number of topics in which they require training to increase citizen engagement. These topics range from technical subjects, such as building renovation, energy efficiency and solar photovoltaic (PV), to communication and participation approaches to engage citizens. Also, the need to implement approaches to facilitate best-practice exchange with other municipalities was highlighted.

There is a need for communication facilitators from the municipalities, as in many cases there is a risk that the discussion deviates towards other topics or, sometimes, some citizen groups have a larger number of interventions than others. Balanced, focused discussions are essential to ensure a sound participative process.

- *Is there involvement of citizens in pilot projects?*

Citizens are involved in projects of the municipalities in different areas. In addition, some municipalities allow citizens to submit project ideas that are evaluated by the municipal administration and financed by the municipal council through participative budgeting. In the case of participative budgeting, a big issue is the budget limit (for instance, in Cluj-Napoca this limit was 100,000 Euro, so some proposals were disqualified as they were over this limit – but citizens have problems in a real estimation of a budget proposal).

- *How can energy poverty be addressed within citizen engagement?*

Municipal representatives pointed out the need to involve citizens in reducing energy poverty, for instance through communication and easy-to-understand advice about low-cost measures to increase energy efficiency and about available funds and grants. Capacity building on these topics and new ways to reach vulnerable consumers are needed. Energy literacy campaigns and energy efficiency

advice on as well as awareness raising for issues of energy poverty or energy justice can empower vulnerable groups.

- *Is there active communication with homeowner associations?*

Several municipalities have contact with homeowner associations (HOA), which manage multi-apartment buildings, mainly on issues related to building renovation.

- *Is there consulting for citizens in the municipality?*

Several municipalities provide consulting for citizens on topics such as renovation of buildings and heating systems.

(a) Statement from the municipal council for citizen engagement

A number of municipalities already incorporate citizen engagement in their municipal strategies and policies and involve citizens in public discussions related to key issues for the city development. However, some municipalities do not have a statement on citizen engagement from the municipal council yet.

Is there a clear statement from the municipal council for citizen engagement?

Table 6: Answers of the pilot municipalities to the question “Is there a clear statement from the municipal council for citizen engagement?”

Municipality	Answer
North Macedonia	
Karposh	<ul style="list-style-type: none"> • YES; the municipal council represents the citizens and has the opportunity to make decisions based on the law. The council adopts the statute of the municipality and other regulations that regulate the manner of participation and informing citizens, organising public debates, conducting polls, collecting proposals from citizens and more.
Kicevo	<ul style="list-style-type: none"> • NO
Kocani	<ul style="list-style-type: none"> • YES; citizens are involved mainly during the creation of the municipal annual operational plan titled Budget. Each October, the municipality publicly announces an official invitation to citizens and citizen associations to contribute and participate, usually by applying for programmes and projects that are submitted to the municipality. • Also, information about the work of the Municipal council, the Mayor and the Municipal administration, updated on a regular basis, is available to the public.
Romania	
Cluj-Napoca	<ul style="list-style-type: none"> • YES
Zalau	<ul style="list-style-type: none"> • NO
Deva	<ul style="list-style-type: none"> • NO
Bulgaria	
Sofia	<ul style="list-style-type: none"> • YES; citizen engagement is part of our strategic documents which are adopted by the Municipal Council
Gabrovo	<ul style="list-style-type: none"> • Under development with the SECAP preparation, and in correspondence with the obligations under the Green Leaf award. There is also a general communication strategy from 2018 (Final

Municipality	Answer
	Presentation (gabrovo.bg)). However, this is an action taken by the municipal administration and is not sanctioned by <u>all</u> policy makers.
Dobrich	<ul style="list-style-type: none"> • YES; citizens are involved in public discussions on important topics and key issues of the city development
Slovenia	
Velenje	<ul style="list-style-type: none"> • NO
Celje	<ul style="list-style-type: none"> • NO
Solvenj-Gradec	<ul style="list-style-type: none"> • NO
Ukraine	
Chortkiv	<ul style="list-style-type: none"> • YES: by city council decision No 198 of 28 January 2021, e-consultations and e-surveys for inhabitants were officially approved. Since 2016, inhabitants have been able to use e-petitions.
Myrhorod	<ul style="list-style-type: none"> • YES
Novovolynsk	<ul style="list-style-type: none"> • YES; from time to time (approx. once per month), inhabitants participate in public hearings organised by the municipality
Sievierodonetsk	<ul style="list-style-type: none"> • YES; the statute of the city has a clear statement on citizen engagement. The document was adopted by city council decision No 4234 of 11 December 2014; ref link: https://sed-rada.gov.ua/nashe-misto/statut-teritorialnoyi-gromadi
Trostanets	<ul style="list-style-type: none"> • YES; SECAP 2030 was developed and approved in 2018.

(b) Citizens' assemblies, workshops, working groups

Several municipalities organise citizen assemblies and public hearings, for instance for public consultations on municipal acts. They also organise project workshops or working group meetings with their citizens.

Are assemblies, workshops, working group meetings held with citizens?

Table 7: Answers of the pilot municipalities to the question "Are assemblies, workshops, working group meetings held with citizens?"

Municipality	Answer
North Macedonia	
Karposh	<ul style="list-style-type: none"> • YES; this type of activities are organised but have been suspended due to the Covid 19 pandemic. Various gatherings and workshops are planned for the future. Due to the pandemic, some of them have been replaced by online meetings through the Zoom platform.
Kicevo	<ul style="list-style-type: none"> • YES; spreading information from the municipality to citizens
Kocani	<ul style="list-style-type: none"> • YES; in the project Osogovo as a protected area
Romania	
Cluj-Napoca	<ul style="list-style-type: none"> • n.a.
Zalau	<ul style="list-style-type: none"> • NO
Deva	<ul style="list-style-type: none"> • NO
Bulgaria	
Sofia	<ul style="list-style-type: none"> • NO

Municipality	Answer
Gabrovo	<ul style="list-style-type: none"> • YES; for example, public consultations on municipal acts – open public consultations held via email and directly in gatherings of the municipal council
Dobrich	<ul style="list-style-type: none"> • YES; during the implementation of different projects
Slovenia	
Velenje	<ul style="list-style-type: none"> • n.a.
Celje	<ul style="list-style-type: none"> • YES; working groups with participation of inhabitants are organised on a regular basis, as well as public hearings and educational seminars.
Solvenj-Gradec	<ul style="list-style-type: none"> • n.a.
Ukraine	
Chortkiv	<ul style="list-style-type: none"> • YES; public meetings for citizens, public hearings
Myrhorod	<ul style="list-style-type: none"> • YES
Novovolynsk	<ul style="list-style-type: none"> • YES; city public commissions, seminars within projects
Sievierodonetsk	<ul style="list-style-type: none"> • YES
Trostanets	<ul style="list-style-type: none"> • YES: working groups with participation of inhabitants are organised on a regular basis, as well as public hearings and educational seminars.

(c) Communication and energy-related trainings to increase citizen engagement

Representatives from municipalities identified a number of topics in which they require training to increase citizen engagement. These topics range from technical subjects, such as building renovation, energy efficiency and solar PV, to communication and participation approaches to engage citizens. They also highlighted the need to implement approaches to facilitate best-practice exchange with other municipalities.

From the perspective of the municipality: Which communication/energy-related trainings or which additional resources are needed for local authorities to increase citizen engagement?

Table 8: Answers of the pilot municipalities to the question “From the perspective of the municipality: Which communication/energy-related trainings or which additional resources are needed for local authorities to increase citizen engagement?”

Municipality	Answer
North Macedonia	
Karposh	<ul style="list-style-type: none"> • Joint webinars and meetings with communities of tenants from the territory of the municipality for the purpose of establishing a permanent communication connection and cooperation after these meetings/webinars
Kicevo	<ul style="list-style-type: none"> • Seminar: Photovoltaic power plants – how to build one • Seminar: How to save energy • Regular weekly report on the local TV Uskana on operations and activities undertaken by the municipality • Production of an annual (four-year) report on the works done by the municipality • Survey to identify the problems of citizens
Kocani	<ul style="list-style-type: none"> • Greater utilisation of renewable energy sources • Improved infrastructure for environmental protection • How to be up to date on climate change

Municipality	Answer
	<ul style="list-style-type: none"> Increased awareness among citizens and PE for environmental protection Gasification of the municipality
Romania	
Cluj-Napoca	n.a.
Zalau	n.a.
Deva	n.a.
Bulgaria	
Sofia	n.a.
Gabrovo	<ul style="list-style-type: none"> Training is a continuous process due to the constant technological development, also given the fact that personnel in municipalities often changes (although not so much in Gabrovo). Some of the topics that could be outlined at this stage are: <ul style="list-style-type: none"> Trends in building renovation: energy auditing, building certification, project design, specialised construction activities related to energy efficiency, building automation, building components suitable for deep energy renovation Municipal energy management systems, monitoring of energy demand and supply, economic and financial analyses, project development Municipal energy planning and development of investment concepts, planning and design of zero-carbon neighbourhoods Communication and stakeholders' engagement Awareness of best practices, peer learning
Dobrich	<ul style="list-style-type: none"> We need additional resources to increase citizen engagement through different initiatives. Usually, this is possible through the implementation of energy and environmental projects.
Slovenia	
Velenje	n.a.
Celje	n.a.
Solvenj-Gradec	n.a.
Ukraine	
Chortkiv	<ul style="list-style-type: none"> Successful examples of energy efficiency (EE) projects More grant programmes to support actions with citizens
Myrhorod	<ul style="list-style-type: none"> Involvement of external experts (not local) increases the value of events and creates more trust Rational use of energy Modernisation of district heating system River treatment Waste water treatment Eco-friendly and clean transport Renewable energy sources (RES)
Novovolynsk	<ul style="list-style-type: none"> Training on communication
Sievierodonetsk	<ul style="list-style-type: none"> Training on communication, energy efficiency (EE), financial support of work with citizens (tents, gadgets and tools) Conducting roundtables to facilitate inhabitants' involvement Informational and expert support in creating energy cooperatives and energy centres

Municipality	Answer
Trostanets	<ul style="list-style-type: none"> • Learning from best practices of other municipalities • Training on energy efficiency (EE) technologies/measures

(d) Involvement of citizens in pilot projects

Citizens are involved in projects of the municipalities in different areas. In addition, some municipalities allow citizens to submit project ideas that are evaluated by the municipal administration and financed by the municipal council through participative budgeting.

Is there involvement of citizens in pilot projects?

Table 9: Answers of the pilot municipalities to the question “Is there involvement of citizens in pilot projects?”

Municipality	Answer
North Macedonia	
Karposh	<ul style="list-style-type: none"> • YES; all ideas individually from citizens or non-governmental organisations are submitted to the municipality and some of them are included in the operational municipal programmes; for some of them the municipality provides financial support to citizens through the council to implement them directly or with NGOs.
Kicevo	<ul style="list-style-type: none"> • NO
Kocani	<ul style="list-style-type: none"> • YES; during the implementation of Community forum programmes
Romania	
Cluj-Napoca	<ul style="list-style-type: none"> • n.a.
Zalau	<ul style="list-style-type: none"> • NO
Deva	<ul style="list-style-type: none"> • NO
Bulgaria	
Sofia	<ul style="list-style-type: none"> • YES; very good involvement
Gabrovo	<ul style="list-style-type: none"> • n.a.
Dobrich	<ul style="list-style-type: none"> • YES; during the implementation of different projects
Slovenia	
Velenje	<ul style="list-style-type: none"> • YES; the municipality is trying to develop several energy efficiency (EE) and renewable energy sources (RES) project where citizens will have direct benefits (like smart suburbs, etc.)
Celje	<ul style="list-style-type: none"> • YES
Solvenj-Gradec	<ul style="list-style-type: none"> • YES
Ukraine	
Chortkiv	<ul style="list-style-type: none"> • NO
Myrhorod	<ul style="list-style-type: none"> • YES; very good involvement
Novovolynsk	<ul style="list-style-type: none"> • YES; participatory budget, Best Business Plan 2020, public initiatives within the British Council and Novovolynsk joint project
Sievierodonetsk	<ul style="list-style-type: none"> • NO
Trostanets	<ul style="list-style-type: none"> • YES; members of NGOs are involved in cultural, educational and sport projects.

(e) Energy poverty and citizen engagement

Municipal representatives pointed out the need to reach out to citizens and support them to reduce energy poverty, for instance through communication and easy-to-understand advice about low-cost measures to increase energy efficiency and about available funds and grants. Capacity building on these topics and new ways to reach out to vulnerable consumers are needed. Energy literacy campaigns and energy efficiency advice on as well as awareness raising for issues of energy poverty or energy justice can empower vulnerable groups.

How can energy poverty be addressed within citizen engagement?

Table 10: Answers of the pilot municipalities to the question “How can energy poverty be addressed within citizen engagement?”

Municipality	Answer
North Macedonia	
Karposh	<ul style="list-style-type: none"> Addressing energy poverty is under the competence of the Ministry of Labour and Social Affairs and for the time being is implemented on a monthly basis by subsidising part of the kWh of energy consumed. The municipalities are trying to open up other opportunities related to this issue through legal changes in the coming period: <ul style="list-style-type: none"> Fair energy transition Establishment of energy cooperatives One-time subsidy for these citizens to build a 4kW RES system for their own needs
Kicevo	n.a.
Kocani	<ul style="list-style-type: none"> There is a need for greater dissemination of information on the importance and use of energy efficiency (EE) measures.
Romania	
Cluj-Napoca	<ul style="list-style-type: none"> Getting the support of citizens for the district heating. As many apartments switch from district heating to their own heating boiler, the whole district heating is becoming less efficient. So municipality is offering public subsidies only for families connected to district heating.
Zalau	<ul style="list-style-type: none"> Reducing the electricity and gas bill by improving energy efficiency
Deva	<ul style="list-style-type: none"> Reducing the electricity and gas bill by improving energy efficiency
Bulgaria	
Sofia	<ul style="list-style-type: none"> Undoubtedly, the first step is communication to provide a better understanding of how building characteristics can be improved and what funding opportunities and technical support are available from the municipality.
Gabrovo	<ul style="list-style-type: none"> Via the building renovation topic; direct engagement regarding building renovation offers an excellent opportunity for capacity building on no- and low-cost energy-saving measures and behaviour changes.
Dobrich	<ul style="list-style-type: none"> This could be possible through involvement of citizens in the development, implementation and monitoring of energy and environmental projects.
Slovenia	
Velenje	<ul style="list-style-type: none"> With more active communication, raise awareness on use of EE and RES measures in order to lower energy consumption.

Municipality	Answer
Celje	<ul style="list-style-type: none"> By raising awareness on importance of energy efficient measures that will lower energy consumption and consequently the energy bill.
Solvenj-Gradec	<ul style="list-style-type: none"> Promoting funding and by communication encourage citizens to be more interested in available funds/grants.
Ukraine	
Chortkiv	<ul style="list-style-type: none"> Utilisation of the state programme for the population; “warm loans” Utilisation of the municipal programme for condominiums Efficient use of energy Implementation of energy efficiency (EE) measures Transition to use of renewable energy sources (RES) Spreading best practices in EE and RES both domestic and international
Myrhorod	<ul style="list-style-type: none"> The development of conscious and rational energy use as well as energy literacy of the population will help people to get more benefits from using less energy resources.
Novovolynsk	<ul style="list-style-type: none"> Enhancing informational campaigns with regard to energy efficiency (EE) and renewable energy sources (RES) Increasing awareness of inhabitants of EE, available funds/grants
Sievierodonetsk	<ul style="list-style-type: none"> Conducting information campaigns, Energy Days, which allows residents to learn directly about opportunities and benefits of smarter energy use, to promote energy efficiency information projects in the community and involve residents (for example, Sievierodonetsk has been participating in the “Energy-efficient schools: new generation” project for many years (participation of schools is approx. 83%)); Increasing awareness of benefits of EE; the municipal Centre for Energy Efficiency might be created Reducing losses in heat production and delivery Implementing small-scale measures that are not expensive Properly managing heat tariffs; Undertaking measures to increase the income of residents, facilitating the economic development of the community, increasing the share and development of small and medium businesses in the community, stimulating start-ups, etc.
Trostanets	<ul style="list-style-type: none"> Increasing awareness of inhabitants of rational energy use and environmental protection

(f) Communication with homeowner associations

Several municipalities have contact with homeowner associations (HOA), which manage multi-apartment buildings, mainly on issues related to building renovation.

Is there active communication with homeowner associations?

Table 11: Answers of the pilot municipalities to the question “Is there active communication with homeowner associations?”

Municipality	Answer
North Macedonia	
Karposh	<ul style="list-style-type: none"> There is no official communication with these organisations other than individuals on issues related to the work of the municipality.

Municipality	Answer
Kicevo	<ul style="list-style-type: none"> • NO
Kocani	<ul style="list-style-type: none"> • NO
Romania	
Cluj-Napoca	<ul style="list-style-type: none"> • n.a.
Zalau	<ul style="list-style-type: none"> • YES; the homeowner associations need to approve the thermal rehabilitation.
Deva	<ul style="list-style-type: none"> • YES; the homeowner associations need to approve the thermal rehabilitation.
Bulgaria	
Sofia	<ul style="list-style-type: none"> • YES; mainly in regard to the implementation of projects and national programme for energy efficiency
Gabrovo	<ul style="list-style-type: none"> • YES; during the first stage of the National programme for energy efficiency in multifamily residential buildings, a group of municipal experts held a communication campaign in order to attract homeowner associations to participate. Thirty-seven multifamily residential buildings were renovated with the support of municipal experts. Two hundred forty-nine homeowners' associations were established and the municipality has contacts with each of them.
Dobrich	<ul style="list-style-type: none"> • YES; mainly regarding the implementation of the National programme for energy efficiency of multifamily residential buildings
Slovenia	
Velenje	<ul style="list-style-type: none"> • YES
Celje	<ul style="list-style-type: none"> • YES
Solvenj-Gradec	<ul style="list-style-type: none"> • YES
Ukraine	
Chortkiv	<ul style="list-style-type: none"> • YES; via a Viber group
Myrhorod	<ul style="list-style-type: none"> • YES; very good
Novovolynsk	<ul style="list-style-type: none"> • YES; regular seminars held by UNDP and IFC²¹
Sievierodonetsk	<ul style="list-style-type: none"> • YES, good
Trostanets	<ul style="list-style-type: none"> • YES, regular meetings with chairmen/chairwomen of the board of condominiums

(g) Consulting for citizens

Several municipalities provide consulting for citizens on topics such as renovation of buildings and heating systems.

Is there consulting for citizens in the municipality?

Table 12: Answers of the pilot municipalities to the question "Is there consulting for citizens in the municipality?"

Municipality	Answer
North Macedonia	
Karposh	<ul style="list-style-type: none"> • Citizens as investors, designers or interested in changing the heating system have direct communication with professionals in the sector, with the opportunity to ask or consult about their ideas.

²¹ UNDP and IFC: United Nations Development Programme and International Finance Corporation

Municipality	Answer
Kicevo	<ul style="list-style-type: none"> • NO
Kocani	<ul style="list-style-type: none"> • YES, related to subsidies for air conditioners and pellet stoves as well as bicycles
Romania	
Cluj-Napoca	<ul style="list-style-type: none"> • n.a.
Zalau	<ul style="list-style-type: none"> • NO
Deva	<ul style="list-style-type: none"> • NO
Bulgaria	
Sofia	<ul style="list-style-type: none"> • NO
Gabrovo	<ul style="list-style-type: none"> • YES, for example, advice and support related to the renovation programme – targeted to homeowners’ associations, using all available channels (specialised GIS-based web platform, web site of the municipality, social media, local newspapers and radios, public events and discussion, telephone hotline), but mostly based on direct visits of municipal officials to homeowners’ associations
Dobrich	<ul style="list-style-type: none"> • YES, through the Info desk
Slovenia	
Velenje	<ul style="list-style-type: none"> • YES, through local energy agency and energy efficiency (EE) counselling office
Celje	<ul style="list-style-type: none"> • YES, through the Department of Environment and Spatial Planning and Local energy agency
Solvenj-Gradec	<ul style="list-style-type: none"> • YES
Ukraine	
Chortkiv	<ul style="list-style-type: none"> • n.a.
Myrhorod	<ul style="list-style-type: none"> • YES
Novovolynsk	<ul style="list-style-type: none"> • YES, In the framework of the “Warm dwelling” programme of the state energy efficiency (EE) fund
Sievierodonetsk	<ul style="list-style-type: none"> • n.a.
Trostanets	<ul style="list-style-type: none"> • YES, In cooperation with state fund for EE the seminar for local condominiums was organised.

V. HIGH-LEVEL COMMITMENT (STRATEGY) TO CITIZEN ENGAGEMENT

In relation to the visions and climate relevant topics for citizen engagement of each pilot municipality a high-level commitment²² may be useful. A high-level commitment to citizen engagement shows the ownership of local authorities for this topic. That is why within the Excite project it was suggested to develop an approach to obtain high-level commitment to citizen engagement for each pilot municipality related to climate relevant topics and propose it to the pilot municipalities.

Cornerstones of a high-level commitment to citizen engagement are²³:

- Show the long-term vision (e.g. time horizons 2030, 2040, 2050) of each municipality
- Should be documented: Documented vision of a municipality according to citizen engagement²⁴
- High-level commitment to citizen engagement should be approved by mayor and municipal council by signing the document
- High-level commitment to citizen engagement should be communicated to citizens, at least on the website
- Best would be to involve citizens in preparing the high-level commitment
- If possible it should/can be integrated in another strategy(ies) document of the municipality (e.g. Climate and energy strategy and Climate and energy concept of the European Energy Award and SECAP of Covenant of Mayor initiative)
- High-level commitment to citizen engagement should be not more than 1/2 - 1 page A4 format
- Focus within Excite project are on climate relevant topics (greenhouse gas emissions, energy efficiency, renewable energy, etc.) but the focus can be widened individually by each municipality to their needs
- Within the commitment the participation of citizens should be mentioned and highlighted
- Document should be evaluated if current and if necessary updated in defined intervals

A high-level commitment for citizen engagement is a new and innovative topic, so a template was prepared to show the municipalities how a high-level commitment for citizen engagement could look like. Based on this template, each tailor-made high-level commitment was developed together with each local authority.

01. TEMPLATE FOR THE HIGH-LEVEL COMMITMENT CITIZEN ENGAGEMENT IS A KEY ELEMENT

We the municipality of _____, want to consciously create and enjoy a livable community with and for each other and secure the future of our children.

Our municipality is committed to a sustainable energy transition that secures our wellbeing, allows and efficient use of resources, cleans our air and improves the life conditions of our citizens. A clean energy transition that secures the future of our children.

²² Can be named as strategy, mission, etc. for citizen engagement

²³ Cornerstones are defined by the Excite project

Citizen engagement has become central for an energy transition that is more democratic, sustainable, just, and responsive to human needs. **Citizen engagement** is therefore a key element in the implementation of sustainable energy projects in our municipality.

Citizen engagement approaches allow our citizens and communities to become actively involved in the development and implementation of our policies and strategies, facilitating project development and implementation. Implementing people-centred solutions based on the needs of the people and communities, is an important element of our city's strategy. Engagement is a combined effort of both citizens and our administration in partnership, allowing our citizens to express their views about the energy future of the city and getting involved in building our sustainable energy future. We recognise that answers to our challenges often lie within our community. Thus, we would like to open dialogue and engagement spaces to advance our vision of a clean energy future for our city.

We, the municipality of _____, know the importance of citizen's engagement that is why:

- We inform the citizens about climate/energy relevant topics on the municipal website...
- We have appointed a focal contact point for citizens...
- Citizen engagement in the spatial planning process is an important step to increase renewable energy ...
- We involve citizens in creating the local energy concept/urban planning process/sustainable urban mobility plan/spatial planning process...
- We organise at least once a year citizen's assemblies to discuss with citizen's climate relevant topics...
- Also we want to increase PV installations...citizen engagement is important to increase PV installations with innovative financing schemes...

Other important key areas of citizen engagement are...

We, the municipality of _____, have recognised the importance of placing our citizens at the centre of our energy policies as active participants. We are, therefore, committed to increase the involvement of our citizens in our sustainable energy planning and projects. The involvement of our citizens and communities in the energy transition in a variety of forms will help us improve public service delivery, governance, social inclusion and empowerment. We can reach our sustainable energy goals by working together!

Signatures from mayor and municipal council...

Municipality and date of signing...

02. HIGH-LEVEL COMMITMENTS OF THE PILOT MUNICIPALITIES

(a) North Macedonia

• *High-Level Commitment Karposh*

Habitat for humanity Macedonia²⁵ has signed memorandum of understanding with the piloting municipality Karposh²⁶, the document was officially approved by the Municipal council and signed by the mayor at charge (at the time).

Along the other requirements the municipality has agreed on including its citizens in the decision-making process. According the MoU, citizen engagement was ensured with the following articles and points:

Article 3

The two parties, signatories to this Memorandum of Cooperation, agreed to implement joint activities within the ComAct, Excite and Energy MEASURES projects to improve energy efficiency and reduce energy poverty in the housing sector, through:

- Promoting the applicability, benefits and opportunities for reducing energy poverty ... with direct involvement of stakeholders in the community;...
- ... involving all stakeholders, strengthening awareness and advocacy ...

Article 4

Habitat Macedonia rights and obligations:...

- will provide support for the establishment of a Resource Center for energy efficiency and advice, in order for the residents of the municipality to have a permanent source of information related to energy efficiency (EE) in their homes

Article 4

Rights and obligations of the municipality of Karpos:

- will provide conditions for the establishment and activation of a Resource Center for energy efficiency and advice, so that the residents of the municipality have a permanent source of information related to EE in their homes;
- will provide preparation of Action Plans for sustainable energy and climate conditions (SECAP) and implementation of at least one measure provided in SECAP, until the end of the EXCITE project;...

²⁵ Document archived in HFHM. Archive Number 1703-88/1, from 05.03.2021

²⁶ Document archived in HFHM. Archive Number 11-1843/1, from 11.03.2021

• *High-Level Commitment Kicevo*

Habitat for humanity Macedonia²⁷ has signed memorandum of understanding with the piloting municipality Kicevo²⁸, the document was approved from the Municipal council and signed by the mayor at charge (at the time).

Along the other requirements the municipality has agreed on including its citizens in the decision-making process. According the MoU, civic engagement was ensured with the following articles and points:

Article 4

The EXCITE project envisages various types of activities: ...development of tailored civic strategies engagement, visits, training programs ... identification of best practices and development of case studies...

Article 6

The mutual responsibilities of the contracting parties refer to the improvement of the energy efficiency in the housing sector through:

... 4. Support and promotion for proactive involvement of people through different and targeted ways of communication with the citizens in the municipality ...

Article 7

In order to realize the mutual responsibilities, the Municipality of Kicevo has the following rights and obligations:

... 3. Support and promotion for proactive involvement of people through different and targeted ways of communication with the citizens in the municipality...

Article 8

In order to realize the mutual responsibilities, the Municipality of Kicevo has the following rights and obligations:

...2. Support and promotion for proactive involvement of people through different and targeted ways of communication with the citizens in the municipality:

- Organizing an event for informing the citizens...

²⁷ Document archived in Habitat for Humanity Macedonia, Archive number 1703-139/1, from 16.04.2021

²⁸ Document archived in Habitat for Humanity Macedonia, Archive number 09-903/1, from 20.04.2021

• *High-Level Commitment Kocani*

Habitat for humanity Macedonia has signed memorandum of understanding with the piloting municipality Kocani, the document was approved from the Municipal council and signed by the mayor at charge.

Along the other requirements the municipality has agreed on including its citizens in the decision-making process. According the MoU²⁹, citizen engagement was ensured with the following articles and points:

Article 4

The EXCITE project envisages various types of activities: ...development of tailored citizens strategies engagement, visits, training programs ... identification of best practices and development of case studies...

Article 6

The mutual responsibilities of the contracting parties refer to the improvement of the energy efficiency in the housing sector through:

.... 4. Support and promotion for proactive involvement of people through different and targeted ways of communication with the citizens in the municipality ...

Article 7

In order to realize the mutual responsibilities, the Municipality of Kocani has the following rights and obligations:

... 3. Support and promotion for proactive involvement of people through different and targeted ways of communication with the citizens in the municipality:

- Will involve the residents of the municipality in determining the energy needs...

Article 8

In order to realize the mutual responsibilities, the Municipality of Kocani has the following rights and obligations:

...2. Support and promotion for proactive involvement of people through different and targeted ways of communication with the citizens in the municipality:

- Organizing an event for informing the citizens...

²⁹ Memorandum of Understanding

(b) Romania

- *Draft High-Level Commitment Cluj-Napoca (not yet approved and signed by the mayor)*

„Cluj-Napoca –first 0 Carbon city in Romania³⁰

We all want Cluj-Napoca to remain the first city in Romania in terms of innovation in energy efficiency and climate change mitigation. Cluj-Napoca was the first city with electric buses, with a lane dedicated to public transport, with a pedestrian area, with tax reductions for green buildings, with architectural competitions for major projects and we want to become the first 0-Carbon city (energy used within the city for heating and transportation to come from fossil-free sources). Citizen involvement is an important step for a 0-Carbon city (non-carbonised) until 2040, by rehabilitating existing buildings, new buildings with nearly-zero energy consumption, use of photovoltaic panels, solar thermal and heat pumps, all-public transport on electricity or hydrogen, etc. We want to create a community in which everyone feels good and in which the future of children is assured. Our municipality is committed to a transition to sustainable energy that guarantees well-being, allows efficient use of resources, ensures cleaner air and improves the living conditions of the citizens of Cluj-Napoca. A transition to clean energy that ensures the future of our children.

Citizen involvement has become a focal point for the energy transition that is much more democratic, sustainable, equitable and responsive to human needs. Citizen involvement is the key element in the implementation of sustainable energy projects in our municipality. Citizen involvement allows our citizens and the whole community to be actively involved in the development and implementation of our policies and strategies, facilitating the development and implementation of projects. The implementation of human-centered solutions, based on the requirements of people and communities, is an important element in the strategy of Cluj-Napoca. Involvement becomes a combined effort of both citizens and local government, turning into a partnership, allowing our citizens to express their views on the energy future of the municipality and become an integral part in building a sustainable energy future. We want to open a dialogue with the citizens on this subject so that our vision of a clean energy future can move forward. We know how important the involvement of citizens is for cleaner air and that is why:

- We want to inform citizens about ongoing and future energy and climate projects on the Cluj-Napoca City Hall website.
- To organise at least a virtual meeting with the citizens in which to discuss the subject of energy.
- Implement participatory budgeting
- We want to involve citizens in reducing consumption in residential buildings and stimulate the use of photovoltaic panels
- Other key elements are playgrounds, parks and public transport.

The Municipality of Cluj-Napoca recognises the importance of involving the inhabitants of Cluj-Napoca in the center of energy policies as active participants. We are committed to increasing citizen involvement in planning our energy projects. Involving citizens and the community will help us improve public services and social inclusion. We can achieve our energy goals by working together!

Mayor Emil Boc”

³⁰ Unofficial translation from Romanian into English

- *Draft High-Level Commitment Zalau (not yet approved and signed by the mayor)*

„Zalău – Talk to the citizens!”³¹

We want to create a community in which everyone feels good and in which the future of children is assured.

Our municipality is committed to a transition to sustainable energy that guarantees well-being, allows efficient use of resources, ensures cleaner air and improves the living conditions of the citizens of Zalău. A transition to clean energy that ensures the future of our children.

Citizen involvement has become a focal point for the energy transition that is much more democratic, sustainable, equitable and responsive to human needs. Citizen involvement is the key element in the implementation of sustainable energy projects in our municipality.

Citizen involvement allows our citizens and the whole community to be actively involved in the development and implementation of our policies and strategies, facilitating the development and implementation of projects. The implementation of people-centered solutions, based on the requirements of people and communities, is an important element in the strategy of Zalău municipality. Involvement becomes a combined effort of both citizens and local government, becoming a partnership, allowing our citizens to express their views on the energy future of the municipality and become an integral part in building a sustainable energy future. We want to open a dialogue with the citizens on this subject so that our vision of a clean energy future can move forward.

Citizen involvement is an important step for a city that uses green energy by 2040, by rehabilitating existing buildings, using photovoltaic panels, etc.

We know how important the involvement of citizens is for cleaner air and that is why:

- We want to inform citizens about ongoing and future energy and climate projects on the Zalău City Hall website.
- To organise at least a virtual meeting with the citizens in which to discuss the subject of energy.
- Implement participatory budgeting
- We want to involve citizens in reducing consumption in residential buildings and stimulate the use of photovoltaic panels
- Other key elements are playgrounds, parks and public transport.

Municipality of Zalău recognises the importance of involving the people of Zalău in the center of energy policies as active participants. We are committed to increasing citizen involvement in the planning of our energy projects. Involving citizens and the community will help us improve public services and social inclusion. We can achieve our energy goals by working together!

Mayor Ionel Ciunt”

³¹ Unofficial translation from Romanian into English

- *Draft High-Level Commitment Deva (not yet approved and signed by the mayor)*

“Deva - on the road to Nearly Zero-Energy Buildings (NZEB)³²”

Deva City Hall intends that the new buildings that will be built this year meet Nearly Zero-Energy Buildings (NZEB) standards, the existing ones to approach these conditions and public transport to become electric by 2030. Citizen involvement is an important step for a city on the road to NZEB, by rehabilitating existing buildings, new buildings with energy consumption, the use of photovoltaic panels, solar thermal and heat pumps, electric or hydrogen public transport, etc.

We want to create a community in which everyone feels good and in which the future of children is assured. Our municipality is committed to a transition to sustainable energy that guarantees well-being, allows efficient use of resources, ensures cleaner air and improves the living conditions of the citizens of Deva. A transition to clean energy that ensures the future of our children. Citizen involvement has become a focal point for the energy transition that is much more democratic, sustainable, equitable and responsive to human needs. Citizen involvement is the key element in the implementation of sustainable energy projects in our municipality.

Citizen involvement allows our citizens and the whole community to be actively involved in the development and implementation of our policies and strategies, facilitating the development and implementation of projects. The implementation of people-centered solutions, based on the requirements of people and communities, is an important element in the strategy of Deva. Involvement becomes a combined effort of both citizens and local government, turning into a partnership, allowing our citizens to express their views on the energy future of the municipality and become an integral part in building a sustainable energy future. We want to open a dialogue with the citizens on this subject so that our vision of a clean energy future can move forward.

We know how important the involvement of citizens is for cleaner air and that is why:

- We want to inform citizens about ongoing and future energy and climate projects on the Deva City Hall website.
- To organise at least a virtual meeting with the citizens in which to discuss the subject of energy.
- Implement participatory budgeting
- We want to involve citizens in reducing consumption in residential buildings and stimulate the use of photovoltaic panels
- Other key elements are playgrounds, parks and public transport.

The Municipality of Deva recognizes the importance of involving the people of Deva in the center of energy policies as active participants. We are committed to increasing citizen involvement in planning our energy projects. Involving citizens and the community will help us improve public services and social inclusion. We can achieve our energy goals by working together!

Mayor Florin Oancea”

³² Unofficial translation from Romanian into English

(c) Bulgaria

- *High-Level Commitment Sofia within Covenant of Mayors initiative (*

Within the Covenant of Mayors (CoM) initiative, as annex to the SECAP document, a communication strategy for the implementation of the plan was prepared and published within the official public consultation procedure. Citizen involvement is an integral part in this CoM communication strategy. To avoid double work, the communication strategy of the CoM initiative is the baseline for further activities within the H2020 Excite project. See enclosed the high-level commitment of the SECAP (already approved by the Municipal Council on 16th December 2021):

“Commitment of Sofia Municipality for active communication with citizens according to the draft Sustainable Energy and Climate Action Plan 2021-2030 (SECAP)³³

In accordance with its commitments to the Global Covenant of Mayors for Climate and Energy for the period 2021 - 2030, in case of approval of its draft SECAP, Sofia Municipality undertakes a clear commitment to continue its long tradition in the field of sustainable energy development, maintaining its position as an undisputed leader in sustainable energy development at the national and regional level, setting itself the ambitious goal of reducing greenhouse gas emissions by more than 40% compared to 2007 levels and planning and implementing activities to adapt to climate change.

The implementation of this goal exceeds the opportunities for direct impact by the municipal administration and presupposes the need for active involvement and specific investment decisions by a number of stakeholders - both in the business sector, and individual citizens and households. Thus, the implementation of the activities set out in the communication strategy and plan, which is an annex to the draft SECAP, is crucial not only for raising the awareness of citizens and organizations in Sofia on issues related to climate change and adaptation to them, but also for the successful implementation of the measures provided for in the SECAP. To this end, the communication strategy of the SEAP sets specific strategic and specific objectives and indicators for stakeholder involvement, which are consistent with both the key areas of impact set in the strategic scope of sustainable energy development activities of the municipality and the vision for establishing Sofia as a leader in the field of sustainable resource management, combating climate change and adapting to climate change not only in Bulgaria but also in Europe.

To achieve these goals, a detailed communication plan has been developed with clearly identified key components and budgeting. Based on the analysis of the attitudes and attitudes of the citizens of Sofia to problems related to energy, climate and environmental protection, leading messages to the target groups have been identified, focused on the idea of creating a shared identity of Sofia as a city of clean energy and economic growth. A model for management and monitoring of the implementation of the set activities on an annual basis is proposed, which will ensure sustainability and long-term effect of the set activities.”

³³ Unofficial translation from Bulgarian into English

- *Draft High-Level Commitment Gabrovo (not yet approved and signed by the mayor)*

The following commitment is signed by the Mayor of Gabrovo municipality and will be made visible for the citizens:

“Commitment to engage citizens in municipal energy efficiency policies³⁴

The Municipality of Gabrovo is aware that the support of the local population is of key importance for the formation and implementation of municipal policies for **fair energy transition**. Engaging its citizens to actively participate in the development and implementation of these policies, by identifying their needs and increasing their capacity, will lead to a more democratic, sustainable, fair, and responsive process. To achieve this goal, the municipality will establish and maintain a **Municipal Center for Energy Efficiency**, through which the citizens will receive one-stop-shop services for the energy renovation of their buildings, namely:

- Information on the available financial instruments focused on renovation of the housing stock;
- Trainings for designers, energy consultants, municipal experts, construction workers and end users with a focus on deep building renovation and integration of RES in buildings;
- Establishment of Energy Cooperatives / Communities for production of energy from RES;
- Organising exhibitions/fairs for energy efficient products and services;
- Sharing up-to-date information on topics related to energy efficiency, renewable energy sources, climate change mitigation and adaptation, through the website of the municipality, local and regional media and social networks;
- Presentation of good practices and pilot projects for energy efficiency and RES.

Our goal is, by engaging the support of the population, to achieve and even exceed the ambitious goals to reduce the impact on climate change, which will be set in the currently developed "Sustainable Energy and Climate Action Plan" of Gabrovo Municipality. We plan to achieve these goals by creating carbon neutral zones, neighbourhoods, and in the future a **carbon neutral city**.

Mayor Tania Hristova”

³⁴ Unofficial translation from Bulgarian into English

• *High-Level Commitment Dobrich (approved and signed by the mayor)*

The following commitment is signed by the Mayor of Dobrich municipality and will be made visible for the citizens:

“Commitment to engage citizens in municipal energy efficiency policies³⁵

We the municipality of Dobrich, want to create and enjoy a livable and healthy environment that secures the **future of our children**. Thus, our municipality is committed to a sustainable energy transition that secures our wellbeing, allows efficient use of resources, reduce air pollution, and improves the life conditions of our citizens.

Citizen’s engagement has become central for an energy transition that is more democratic, sustainable, just, and responsive to human needs, and is a key element in the implementation of sustainable energy policies in our municipality. Recognising the importance of placing our citizens at the centre of our energy policies as active participants, we are committed to increase their involvement in our sustainable energy planning and projects, through:

- Informing citizens about climate/energy relevant topics on the municipal website and via social and traditional media;
- Supporting the deep renovation of the residential building stock through communication campaign focused on the existing financial instruments;
- Supporting the establishment of Energy cooperatives and carbon neutral neighbourhoods;
- Playing a model role through implementation of pilot (demonstration) projects for deep energy renovation and PV panels in the municipal buildings;
- Organising citizen’s assemblies to discuss climate relevant topics at least once per year.

Citizen’s engagement approaches allow our citizens to become actively involved in the development and implementation of our policies and strategies for sustainable energy future, through implementation of people-centred solutions based on their needs. Recognising that the answers to our challenges often lie within our municipality, we would like to open dialogue and engagement spaces to advance our vision of a clean energy future for our city.

Only by working together we can reach our goals for sustainable energy transition!

Mayor Yordan Yordanov“

³⁵ Unofficial translation from Bulgarian into English

See enclosed the official high-level commitment for citizen engagement of Dobrich in Bulgarian, signed and approved by the mayor:



ОБЩИНА град ДОБРИЧ

9300 Добрич, ул. "България" 12, тел. 058 / 601 203; центр. 600 001 – 004; факс 058 / 600 166
e-mail: dobrich@dobrich.bg www.dobrich.bg

АНГАЖИМЕНТ ЗА СТИМУЛИРАНЕ НА ГРАЖДАНСКОТО УЧАСТИЕ В ОБЩИНСКИТЕ ПОЛИТИКИ ЗА ЕНЕРГИЙНА ЕФЕКТИВНОСТ

Ние, Община град Добрич, целим създаването на една приятна и здравословна среда на живот, която да гарантира **бъдещето на нашите деца**. Именно затова нашата община се ангажира да проведе устойчив енергиен преход, който гарантира нашето благополучие, позволява ефективно използване на ресурсите, намалява замърсяването на въздуха и подобрява условията на живот на нашите граждани.


Участието на гражданите има централна роля за провеждането на един демократичен, устойчив, справедлив и отговарящ на човешките нужди преход и е ключов елемент в прилагането на устойчиви енергийни политики в нашата община. Именно затова нашата цел е да ги направим активни участници в процеса на устойчиво енергийно планиране и изпълнението на проекти за енергийна ефективност, като:

- информираме гражданите по теми, свързани с климата и енергията, чрез интернет страницата на общината и чрез социалните и традиционните медии;
- подпомагаме дълбокото обновяване на жилищния сграден фонд чрез комуникационна кампания, фокусирана върху съществуващите финансови инструменти;
- подкрепяме създаването на енергийни кооперативи и въглеродно неутрални квартали;
- играем ролята на модел чрез изпълнение на пилотни (демонстрационни) проекти за дълбоко сградно обновяване и изграждане на фотоволтаични централи в общинските сгради;
- организираме граждански събрания за обсъждане на теми, свързани с климата, поне веднъж годишно.

Подходите за стимулиране на гражданското участие позволяват на населението да се включи активно в разработването и прилагането на нашите политики и стратегии за устойчиво енергийно бъдеще, чрез внедряването на решения, ориентирани към хората и базирани на техните нужди. Осъзнавайки, че отговорите на тези предизвикателства се намират в нашата община, ние желаем да инициираме диалог между гражданите и администрацията с цел да развием заедно визията за бъдеще с чиста енергия в нашия град.

Можем да постигнем нашите цели за устойчив енергиен преход, като работим заедно!

06.12.2021 г.
гр. Добрич


ЙОРДАН ЙОРДАНОВ
Кмет на град Добрич



Intertek

(d) Slovenia

- *Draft High-Level Commitment Velenje (not yet approved and signed)*

“Citizen Engagement is a key element

We the municipality of Velenje, want to consciously create and enjoy a livable community with and for each other and secure the future of our children.

Our municipality is committed to a sustainable energy transition that secures our wellbeing, allows and efficient use of resources, cleans our air and improves the life conditions of our citizens. A clean energy transition that secures the future of our children.

Citizen’s engagement has become central for an energy transition that is more democratic, sustainable, just, and responsive to human needs. **Citizen’s engagement** is therefore a key element in the implementation of sustainable energy projects in our municipality.

Citizen’s engagement approaches allow our citizens and communities to become actively involved in the development and implementation of our policies and strategies, facilitating project development and implementation. Implementing people-centered solutions based on the needs of the people and communities, is an important element of our city’s strategy. Engagement is a combined effort of both citizens and our administration in partnership, allowing our citizens to express their views about the energy future of the city and getting involved in building our sustainable energy future. We recognise that answers to our challenges often lie within our community. Thus, we would like to open dialogue and engagement spaces to advance our vision of a clean energy future for our city.

We, the municipality of Velenje, know the importance of citizen’s engagement that is why:

- We inform the citizens about climate/energy relevant topics on the municipal website and on the website of Local Energy Agency – KSENA.
- We have appointed a focal contact point for citizens within the public relation department.
- Citizen engagement in the spatial planning process is an important step to increase renewable energy.
- We involve citizens in the local energy concept and the within the urban planning process (sustainable urban mobility plan)...
- We organise at least once a year citizen’s assemblies to discuss with citizen’s climate relevant topics.
- We want to increase photovoltaic installations; citizen engagement is important to increase photovoltaic installations with innovative financing and organizational schemes.

We, the municipality of Velenje, have recognised the importance of placing our citizens at the centre of our energy policies as active participants. We are, therefore, committed to increase the involvement of our citizens in our sustainable energy planning and projects. The involvement of our citizens and communities in the energy transition in a variety of forms will help us improve public service delivery, governance, social inclusion and empowerment. We can reach our sustainable energy goals by working together!

Mayor Peter Dermol”

- *Draft High-Level Commitment Celje (not yet approved and signed)*

“Citizen Engagement is a key element

We the municipality of Celje, want to consciously create and enjoy a livable community with and for each other and secure the future of our children.

Our municipality is committed to a sustainable energy transition that secures our wellbeing, allows and efficient use of resources, cleans our air and improves the life conditions of our citizens. A clean energy transition that secures the future of our children.

Citizen’s engagement has become central for an energy transition that is more democratic, sustainable, just, and responsive to human needs. **Citizen’s engagement** is therefore a key element in the implementation of sustainable energy projects in our municipality.

Citizen’s engagement approaches allow our citizens and communities to become actively involved in the development and implementation of our policies and strategies, facilitating project development and implementation. Implementing people-centered solutions based on the needs of the people and communities, is an important element of our city’s strategy. Engagement is a combined effort of both citizens and our administration in partnership, allowing our citizens to express their views about the energy future of the city and getting involved in building our sustainable energy future. We recognise that answers to our challenges often lie within our community. Thus, we would like to open dialogue and engagement spaces to advance our vision of a clean energy future for our city.

We, the municipality of Celje, know the importance of citizen’s engagement that is why:

- We inform the citizens about climate/energy relevant topics on the municipal website and on the website of Local energy Agency – KSEENA.
- We have appointed a focal contact point for citizens within the public relation department.
- Citizen engagement in the spatial planning process is an important step to increase renewable energy.
- We involve citizens in the local energy concept and the within the urban planning process (sustainable urban mobility plan)...
- We organise at least once a year citizen’s assemblies to discuss with citizen’s climate relevant topics.
- We want to increase photovoltaic installations; citizen engagement is important to increase photovoltaic installations with innovative financing and organizational schemes.

We, the municipality of Celje, have recognised the importance of placing our citizens at the centre of our energy policies as active participants. We are, therefore, committed to increase the involvement of our citizens in our sustainable energy planning and projects. The involvement of our citizens and communities in the energy transition in a variety of forms will help us improve public service delivery, governance, social inclusion and empowerment. We can reach our sustainable energy goals by working together!

Mayor Bojan Šrot”

- *Draft High-Level Commitment Slovenj Gradec (not yet approved and signed)*

“Citizen Engagement is a key element

We the municipality of Slovenj Gradec, want to consciously create and enjoy a livable community with and for each other and secure the future of our children.

Our municipality is committed to a sustainable energy transition that secures our wellbeing, allows and efficient use of resources, cleans our air and improves the life conditions of our citizens. A clean energy transition that secures the future of our children.

Citizen’s engagement has become central for an energy transition that is more democratic, sustainable, just, and responsive to human needs. **Citizen’s engagement** is therefore a key element in the implementation of sustainable energy projects in our municipality.

Citizen’s engagement approaches allow our citizens and communities to become actively involved in the development and implementation of our policies and strategies, facilitating project development and implementation. Implementing people-centered solutions based on the needs of the people and communities, is an important element of our city’s strategy. Engagement is a combined effort of both citizens and our administration in partnership, allowing our citizens to express their views about the energy future of the city and getting involved in building our sustainable energy future. We recognise that answers to our challenges often lie within our community. Thus, we would like to open dialogue and engagement spaces to advance our vision of a clean energy future for our city.

We, the municipality of Slovenj Gradec, know the importance of citizen’s engagement that is why:

- We inform the citizens about climate/energy relevant topics on the municipal website and on the website of KSSENA
- We have appointed a focal contact point for citizens.
- Citizen engagement in the spatial planning process is an important step to increase renewable energy.
- We involve citizens in creating the local energy concept and the within the urban planning process (sustainable urban mobility plan).
- We organise at least once a year citizen’s assemblies to discuss with citizen’s climate relevant topics.
- Also we want to increase photovoltaic installations.

We, the municipality of Slovenj Gradec, have recognised the importance of placing our citizens at the centre of our energy policies as active participants. We are, therefore, committed to increase the involvement of our citizens in our sustainable energy planning and projects. The involvement of our citizens and communities in the energy transition in a variety of forms will help us improve public service delivery, governance, social inclusion and empowerment. We can reach our sustainable energy goals by working together!

Mayor Tilen Klugler”

(e) Ukraine

- *High-Level Commitment Chortkiv (approved and signed)*

“CONTENT OF THE DECLARATION³⁶

The local authority of the Chortkiv territorial community strives to create an appropriate level of energy security in the community and provide comfortable living conditions for its residents. This will only be possible if the sustainable energy transition and climate neutrality will be reached, which means more efficient use of traditional energy resources, significant reduction of greenhouse gas emissions, use of clean energy and adaptation to climate risks. Involving residents in energy transition processes, in particular in the implementation of projects and measures for sustainable energy development and climate is one of the key elements for successful work in this direction. Opportunities to involve residents established by local authority creates an opportunity for active participation in the development and implementation of local energy and climate policies, thus contributing to more effective achievement of strategic goals. Interaction with active residents of the community in this context will take into account the interests of those who are the direct ultimate beneficiaries of our work. By building partnerships with our residents, we will be able to make decisions based on people's needs, because the answers to the challenges are often be found in the community itself. Thus, we would like to open opportunities for public dialogue and cooperation in order to achieve the climate neutrality goals. Recognising the key role of residents in the energy transition and climate neutrality of the community, we, the local authorities of the Chortkiv Territorial Community, are committed to increasing their involvement in local projects and initiatives by informing, participating, collaborating or empowering decision-making.

Working together, we can achieve our ultimate goal!

Mayor Volodymyr Shmatko”

³⁶ Unofficial translation from Ukrainian into English

See enclosed the official high-level commitment for citizen engagement of Chortkiv in Ukraine, signed and approved by the mayor:

01. ЗМІСТ ДЕКЛАРАЦІЇ

Місцева влада Чортківської територіальної громади прагне створити належний рівень енергетичної безпеки на території громади та забезпечити комфортні умови життя для своїх мешканців. Це стане можливим лише за умови здійснення сталого енергетичного переходу та досягнення кліматичної нейтральності громади, що передбачає ефективніше використання традиційних енергоресурсів, суттєве скорочення викидів парникових газів, використання чистої енергії та адаптації до кліматичних ризиків.

Залучення мешканців в процеси енергетичного переходу, зокрема до реалізації проектів та заходів зі сталого енергетичного розвитку і клімату є одним з ключових елементів для успішної роботи в цьому напрямку. Можливості по залученню мешканців, створені місцевою владою створюють можливість активної участі у розробці та реалізації місцевої енергетичної та кліматичної політик, тим самим сприяючи ефективнішому досягненню стратегічних цілей. Взаємодія з активними мешканцями громади в цьому контексті дозволить враховувати інтереси тих, хто є безпосереднім кінцевим вигодонабувачем нашої праці. Через формування партнерства з мешканцями ми зможемо приймати рішення, основані на потребах людей, адже відповіді на виклики часто знаходяться у самій громаді. Таким чином, ми хотіли б відкрити можливості для діалогу з громадськістю та взаємодії задля досягнення цілей по кліматичній нейтральності.

Ми, місцева влада Чортківської територіальної громади, усвідомлюючи ключову роль мешканців на шляху енергетичного переходу та кліматичної нейтральності громади, зобов'язуємось підвищити рівень їх залучення до реалізації місцевих проектів та ініціатив, шляхом інформування, участі, співпраці або уповноваження до прийняття рішень. Працюючи разом, ми можемо досягти нашої кінцевої мети!

Міський голова



Володимир Шматько

• *High-Level Commitment Myrhorod (approved and signed)*

“CONTENT OF THE DECLARATION³⁷

The local authority of the Myrhorod territorial community strives to create an appropriate level of energy security in the community and provide comfortable living conditions for its residents. This will only be possible if the sustainable energy transition and climate neutrality will be reached, which means more efficient use of traditional energy resources, significant reduction of greenhouse gas emissions, use of clean energy and adaptation to climate risks. Involving residents in energy transition processes, in particular in the implementation of projects and measures for sustainable energy development and climate is one of the key elements for successful work in this direction. Opportunities to involve residents established by local authority creates an opportunity for active participation in the development and implementation of local energy and climate policies, thus contributing to more effective achievement of strategic goals. Interaction with active residents of the community in this context will take into account the interests of those who are the direct ultimate beneficiaries of our work. By building partnerships with our residents, we will be able to make decisions based on people's needs, because the answers to the challenges are often can be found in the community itself. Thus, we would like to open opportunities for public dialogue and cooperation in order to achieve the climate neutrality goals. Recognising the key role of residents in the energy transition and climate neutrality of the community, we, the local authorities of the Myrhorod Territorial Community, are committed to increase their involvement in local projects and initiatives by informing, participating, collaborating or empowering decision-making.

Working together, we can achieve our ultimate goal!

Mayor Sergyy Solomakha”

³⁷ Unofficial translation from Ukrainian into English

See enclosed the official high-level commitment for citizen engagement of Myrhorod in Ukraine, signed and approved by the mayor:

01. ЗМІСТ ДЕКЛАРАЦІЇ

Місцева влада Миргородської територіальної громади прагне створити належний рівень енергетичної безпеки на території громади та забезпечити комфортні умови життя для своїх мешканців. Це стане можливим лише за умови здійснення сталого енергетичного переходу та досягнення кліматичної нейтральності громади, що передбачає ефективніше використання традиційних енергоресурсів, суттєве скорочення викидів парникових газів, використання чистої енергії та адаптації до кліматичних ризиків.

Залучення мешканців в процеси енергетичного переходу, зокрема до реалізації проєктів та заходів зі сталого енергетичного розвитку і клімату є одним з ключових елементів для успішної роботи в цьому напрямку. Можливості по залученню мешканців, створені місцевою владою, створюють можливість активної участі у розробці та реалізації місцевої енергетичної та кліматичної політик, тим самим сприяючи ефективнішому досягненню стратегічних цілей. Взаємодія з активними мешканцями громади в цьому контексті дозволить враховувати інтереси тих, хто є безпосереднім кінцевим вигодонабувачем нашої праці. Через формування партнерства з мешканцями ми зможемо приймати рішення, засновані на потребах людей, адже відповіді на виклики часто знаходяться у самій громаді. Таким чином, ми хотіли б відкрити можливості для діалогу з громадськістю та взаємодії задля досягнення цілей по кліматичній нейтральності.

Ми, місцева влада Миргородської територіальної громади, усвідомлюючи ключову роль мешканців на шляху енергетичного переходу та кліматичної нейтральності громади, зобов'язуємось підвищити рівень їх залучення до реалізації місцевих проєктів та ініціатив, шляхом інформування, участі, співпраці або уповноваження до прийняття рішень. Працюючи разом, ми можемо досягти нашої кінцевої мети!

Міський голова



Сергій СОЛОМАХА

- *High-Level Commitment Novovolynsk (approved and signed)*

“CONTENT OF THE DECLARATION³⁸

The local authorities of the Novovolynsk Territorial Community strive to create an appropriate level of energy security in the community and provide comfortable living conditions for its residents. This will only be possible if there is a sustainable energy transition and climate neutrality, which means more efficient use of traditional energy resources, significant reduction of greenhouse gas emissions, use of clean energy and adaptation to climate risks. Involving residents in energy transition processes, in particular in the implementation of projects and measures for sustainable energy development and climate is one of the key elements for successful work in this direction. Opportunities to involve residents created by local authorities create an opportunity to actively participate in the development and implementation of local energy and climate policies, thus contributing to more effective achievement of strategic goals. Interaction with active residents of the municipality in this context will take into account the interests of those who are the direct ultimate beneficiaries of our work. By building partnerships with residents, we will be able to make decisions based on people's needs, because the answers to the challenges are often in the community itself. Thus, we would like to open opportunities for dialogue with the public and cooperation in order to achieve the goals of climate neutrality. Recognising the key role of residents in the energy transition and climate neutrality of the community, we, the local authorities of the Novovolynsk Territorial Community, are committed to increase their involvement in local projects and initiatives by informing, participating, collaborating or empowering decision-making.

Working together, we can achieve our ultimate goal!

Mayor Borys Karpus”

³⁸ Unofficial translation from Ukrainian into English

See enclosed the official high-level commitment for citizen engagement of Novovolynsk in Ukraine, signed and approved by the mayor:

01. ЗМІСТ ДЕКЛАРАЦІЇ

Місцева влада Нововолинської міської територіальної громади прагне створити належний рівень енергетичної безпеки на території громади та забезпечити комфортні умови життя для своїх мешканців. Це стане можливим лише за умови здійснення сталого енергетичного переходу та досягнення кліматичної нейтральності громади, що передбачає ефективніше використання традиційних енергоресурсів, суттєве скорочення викидів парникових газів, використання чистої енергії та адаптації до кліматичних ризиків.

Залучення мешканців в процеси енергетичного переходу, зокрема до реалізації проектів та заходів зі сталого енергетичного розвитку і клімату є одним з ключових елементів для успішної роботи в цьому напрямку. Можливості по залученню мешканців, створені місцевою владою створюють можливість активної участі у розробці та реалізації місцевої енергетичної та кліматичної політик, тим самим сприяючи ефективнішому досягненню стратегічних цілей. Взаємодія з активними мешканцями громади в цьому контексті дозволить враховувати інтереси тих, хто є безпосереднім кінцевим вигодонабувачем нашої праці. Через формування партнерства з мешканцями ми зможемо приймати рішення, основані на потребах людей, адже відповіді на виклики часто знаходяться у самій громаді. Таким чином, ми хотіли б відкрити можливості для діалогу з громадськістю та взаємодії задля досягнення цілей по кліматичній нейтральності.

Ми, місцева влада Нововолинської міської територіальної громади, усвідомлюючи ключову роль мешканців на шляху енергетичного переходу та кліматичної нейтральності громади, зобов'язуємось підвищити рівень їх залучення до реалізації місцевих проектів та ініціатив, шляхом інформування, участі, співпраці або уповноваження до прийняття рішень. Працюючи разом, ми можемо досягти нашої кінцевої мети!

Міський голова



Борис КАРПУС

- *High-Level Commitment Sievierodonetsk (approved and signed)*

„CONTENT OF THE DECLARATION³⁹

The leadership of the Severodonetsk City VCA seeks to create an appropriate level of energy security in the Sievierodonetsk City Territorial Community and provide comfortable living conditions for its residents. This will only be possible if there is a sustainable energy transition and community neutrality, which means more efficient use of traditional energy resources, significant reduction of greenhouse gas emissions, use of clean energy and adaptation to climate risks. Involving residents in energy transition processes, in particular in the implementation of projects and measures for sustainable energy development and climate is one of the key elements for successful work in this direction. Opportunities to involve residents created by local authorities create an opportunity to actively participate in the development and implementation of local energy and climate policies, thus contributing to more effective achievement of strategic goals. Interaction with active residents of the community in this context will take into account the interests of those who are the direct ultimate beneficiaries of our work. By building partnerships with residents, we will be able to make decisions based on people's needs, because the answers to the challenges are often in the community itself. Thus, we would like to open opportunities for dialogue with the public and cooperation in order to achieve the goals of climate neutrality. Recognising the key role of residents in the energy transition and climate neutrality of the community, we, the leadership of the Sievierodonetsk City Territorial Community, are committed to increase their involvement in local projects and initiatives by informing, participating, collaborating or empowering decision-making.

Working together, we can achieve our ultimate goal!

Head of the Sievierodonetsk city military-civil administration Alexander STRYUK”

³⁹ Unofficial translation from Ukrainian into English

See enclosed the official high-level commitment for citizen engagement of Sievierodonetsk in Ukraine, signed and approved by the mayor:

01. ЗМІСТ ДЕКЛАРАЦІЇ

Керівництво Северодонецької міської ВЦА прагне створити належний рівень енергетичної безпеки на території Северодонецької міської територіальної громади та забезпечити комфортні умови життя для своїх мешканців. Це стане можливим лише за умови здійснення сталого енергетичного переходу та досягнення кліматичної нейтральності громади, що передбачає ефективніше використання традиційних енергоресурсів, суттєве скорочення викидів парникових газів, використання чистої енергії та адаптації до кліматичних ризиків.

Залучення мешканців в процеси енергетичного переходу, зокрема до реалізації проєктів та заходів зі сталого енергетичного розвитку і клімату є одним з ключових елементів для успішної роботи в цьому напрямку. Можливості по залученню мешканців, створені місцевою владою створюють можливість активної участі у розробці та реалізації місцевої енергетичної та кліматичної політик, тим самим сприяючи ефективнішому досягненню стратегічних цілей. Взаємодія з активними мешканцями громади в цьому контексті дозволить враховувати інтереси тих, хто є безпосереднім кінцевим вигодонабувачем нашої праці. Через формування партнерства з мешканцями ми зможемо приймати рішення, основані на потребах людей, адже відповіді на виклики часто знаходяться у самій громаді. Таким чином, ми хотіли б відкрити можливості для діалогу з громадськістю та взаємодії задля досягнення цілей по кліматичній нейтральності.

Ми, керівництво Северодонецької міської територіальної громади, усвідомлюючи ключову роль мешканців на шляху енергетичного переходу та кліматичної нейтральності громади, зобов'язуємось підвищити рівень їх залучення до реалізації місцевих проєктів та ініціатив, шляхом інформування, участі, співпраці або уповноваження до прийняття рішень. Працюючи разом, ми можемо досягти нашої кінцевої мети!

**Керівник Северодонецької міської
військово-цивільної адміністрації**



Олександр СТРЮК

- *Draft High-Level Commitment Trostyanets (not yet approved and signed)*

“CONTENT OF THE DECLARATION⁴⁰

The local authority of the Trostyanets territorial community strives to create an appropriate level of energy security in the community and provide comfortable living conditions for its residents. This will only be possible if the sustainable energy transition and climate neutrality will be reached, which means more efficient use of traditional energy resources, significant reduction of greenhouse gas emissions, use of clean energy and adaptation to climate risks. Involving residents in energy transition processes, in particular in the implementation of projects and measures for sustainable energy development and climate is one of the key elements for successful work in this direction. Opportunities to involve residents established by local authority creates an opportunity for active participation in the development and implementation of local energy and climate policies, thus contributing to more effective achievement of strategic goals. Interaction with active residents of the community in this context will take into account the interests of those who are the direct ultimate beneficiaries of our work. By building partnerships with our residents, we will be able to make decisions based on people's needs, because the answers to the challenges are often can be found in the community itself. Thus, we would like to open opportunities for public dialogue and cooperation in order to achieve the climate neutrality goals. Recognising the key role of residents in the energy transition and climate neutrality of the community, we, the local authorities of the Trostyanets Territorial Community, are committed to increase their involvement in local projects and initiatives by informing, participating, collaborating or empowering decision-making.

Working together, we can achieve our ultimate goal!

Mayor Yuriy Bova”

⁴⁰ Unofficial translation from Ukrainian into English

VI. TARGET SETTING - PLANNED ACTIVITIES/ACTIVITY LIST

Under consideration of the high-level commitment for citizen engagement, the targets must be set with concrete activities/measures to reach the targets. Defining the targets and concrete activities guarantee the involvement of citizens in a structured way. That is why within the Excite project it was suggested to propose targets and activities to citizen engagement for each pilot municipality related to climate relevant topics.

Activities for citizen engagement within Excite are categorised as followed:

- Level 1: Information of citizens by local authorities (awareness raising)
- Level 2: Consultation of citizens by local authorities (informing citizens and considering their feedback)
- Level 3: Participation of citizens (= empowering of citizens)

Level 3 is the highest level of citizen engagement and is already realised in some of the pilot municipalities. In the high-level commitment, the participation of citizens should be mentioned, but starting activities could be just information activities without participation. However, before starting with citizen communication the local authorities must be aware and informed/trained.



Graph 2: Citizen engagement levels within Excite

Cornerstones of targets and activities to citizen engagement are⁴¹:

- The targets should be in line with high-level commitment (e.g. if citizen engagement within the spatial planning process is mentioned in the high-level commitment, an activity should be specified in the activity list)
- Targets should be SMART: Specific, Measurable, Achievable, Relevant and Time-bound⁴².
- Do not open up too many fields of targets, focus on the main activities
- The targets and activities should be documented^{43,44}

⁴¹ Cornerstones are defined by the Excite project

⁴² https://en.wikipedia.org/wiki/SMART_criteria

⁴³ The document can be named as roadmap, activity concept, activity plan of citizen engagement

⁴⁴ A template was provided by Excite

- For implementing the defined activities the responsible department/person(s) of the municipality should be appointed
- Targets and activities to citizen engagement should be approved by mayor and municipal council by signing the document
- Targets can be institutional (e.g. appoint contact person) or measures (e.g. survey)
- For reaching the targets different instruments (methods) and communication channels should be used
- Best would be to involve citizens in developing the targets
- Municipalities should decide if they want to publish the target and activities: Targets and activities to citizen engagement should be communicated to citizens, e.g. on the website
- If possible it should/can be integrated in another document of target setting
- Focus within Excite project: climate relevant topics (greenhouse gas emissions, energy efficiency, renewable energy, etc.) but the focus can be widened individually by each municipality to their needs
- Starting with information and awareness activities; Participation of citizens should be reached by some activities
- Document should be updated in defined intervals (at least annually within municipal council)
- By defining activities interfaces to other activities can be used (e.g. Sustainable Energy Week, Mobility Week, Climate Alliance⁴⁵)

The targets and activity lists of all pilot municipalities will be finalised within Task 4.3.

⁴⁵ The municipality of Karposh in North Macedonia is member of the climate alliance

VII. 10 POTENTIAL MEASURES FOR CITIZEN ENGAGEMENT IDENTIFIED

In addition to the questionnaires, bilateral discussions with all Excite project partners were conducted to identify potential measures for the tailor-made citizen engagement strategies of each municipality. The most popular measures were listed below and can be integrated in each activity plan of each pilot municipality.

The questionnaires and discussions with the representatives of the municipalities also allowed identifying some good-practice examples already existing in the pilot municipalities' such as participatory budgeting in Cluj-Napoca (Romania) and in several municipalities in Ukraine. Other pilot municipalities can learn from the dissemination of these good-practice examples.

Table 13: Potential measures for citizen engagement

1	<p>Put basic information to energy efficiency and renewable energy on the Website: Basic information to climate relevant topics should be placed on the municipality website (Contact point on website, tips for saving energy in households, subsidies, link to consultancies, events, energy performance indicators...)</p> <p>Best Practice: publish key/energy performance indicators related to CoME EASY KPI dashboard.</p>
2	<p>Institutional setting – Appoint at least a main contact point citizens and redirect to energy experts</p> <p>Best Practice Vinnitsa/UA: Green Office</p>
3	<p>Institutional setting – Appoint an Environmental/Energy team in the municipal administration</p> <p>Best Practice Vinnitsa/UA: Appoint an interdisciplinary Environmental/Energy team with citizen engagement</p>
4	<p>As municipality support the exchange of old inefficient and non-eco-friendly air polluting heating systems:</p> <ul style="list-style-type: none"> • In a first step inform citizens about eco-friendly heating systems for households should be done (also about new technologies, e.g. heat pumps) • Subsidies should be provided and communicated to citizens
5	<p>As municipality support the refurbishment of private flat owners</p> <ul style="list-style-type: none"> • In a first step inform citizens about the benefits of refurbishment (e.g. reduced energy bill) • Subsidies should be provided and communicated to citizens • Homeowner associations should be involved

6	<p>As municipality support the increase of green electricity and PV installations</p> <ul style="list-style-type: none"> • In a first step inform citizens about the benefits on single family houses and if legally possible also on multi-flat family houses • Be a role model: on municipal buildings PV installations should be installed, e.g. Cluj-Napoca has already installed PV panels on 7 municipal buildings <p>Best Practice: Use innovative financing mechanism (e.g. crowdfunding/crowd financing⁴⁶) for realising PV installations.</p>
7	<p>As municipality, initiate a renewable energy cooperative in consultation between the municipal administration, city council and citizens. The cooperative can be helpful in reaching municipality's goals in renewable energy. It is also a way of involving citizens in the funding of a particular project and increasing its public acceptance. Energy cooperatives can bring a number of benefits, including:</p> <ul style="list-style-type: none"> • creating local jobs and preserving financial resources in the region, thus contributing to local economic development • democratisation of decision-making in energy projects • empower local citizens towards active participation in the energy transition • provide opportunities for education and training • foster trust building in local communities
8	<p>As municipality involve of citizens in the development of municipal strategies, energy plans, mobility plans, spatial planning, etc.</p> <p>A dialogue process including several rounds of discussion would allow citizens and local stakeholders to gain ownership of the energy plans and strategies. This participatory process increases the transparency and legitimacy of local authorities, and citizens can gain influence in the decision-making process.</p>
9	<p>Communicate via social media but also directly with citizens!</p> <p>Best Practice:</p> <ul style="list-style-type: none"> • involve citizens in pilot projects • organise citizen's assemblies • participate in EU Sustainable weeks, Mobility weeks • organise energy days • World/Energy Café for larger municipalities <p>An Energy Café is a local community initiative providing energy advice in a welcoming setting - often with coffee/tea and cake! People who attend Energy Cafés receive tailored advice, information and support on a range of issues, including: how to effectively engage in the energy market to reduce energy bills, how to reduce energy consumption and energy costs by cutting unnecessary energy use and energy loss at home. Energy Cafés provide an opportunity to identify vulnerable members of the community and refer them to other services such as housing and health authorities. They can also be organised as online events.</p>

⁴⁶ Crowdfunding takes advantage of support from individual members of the public, or the crowd, to get projects financed. It helps raising capital through small amounts of money of a large number of people. This alternative financing scheme normally takes place through internet channels and social-media platforms that allow sharing project ideas.

10 **Participatory budgeting** where citizens have effective decision-making power over a portion of the municipal budget. The participatory budgeting approach can include funding of project proposals with the aim to contribute to the sustainable energy transition. Citizen's participation makes decision-making more transparent and it is directed towards meeting actual needs of the citizens.

1. The project should serve the general interest.
2. The idea should fit one of several identified policy areas: e.g. planning of public spaces, energy poverty, renewable energy, energy efficiency.
3. The idea should not exceed a maximum given budget

Citizens should be given a reasonable amount of time to submit their ideas. The submission can include, for instance, a short description of the project, a budget estimation and a minimum number of signatures to show support from the community. The local government checks the ideas and approves those that meet legal requirements. In the last phase, citizens can vote for the best idea(s). Based on the results of this vote, the city can select community projects that receive municipal funding. When residents are the ones to say what projects should be funded, their needs are better met.

The local government would need to develop guidelines for participatory budgeting, and if possible discuss the corresponding drafts with citizens, and implement an information campaign.

Best Practice in Romania and Ukraine see next chapter.

VIII. GOOD-PRACTICE EXAMPLES IN THE PILOT MUNICIPALITIES

01. PARTICIPATORY BUDGETING IN CLUJ-NAPOCA (ROMANIA)

Participatory budgeting is a process carried out by Cluj-Napoca City Hall, through which the ideas and initiatives of the Cluj community are expressed and turned into reality. It is an open, inclusive and transparent process through which members of the community are directly involved in formulating decisions on priorities for spending money from the local budget.

Citizens can express the problems they face and propose solutions to them. They are allowed to propose ideas and initiatives to make life better in their neighbourhood and city. In this way, citizens participate effectively in setting priorities for spending the local community's money. Citizens can also actively participate in the implementation and follow-up of projects.

Citizens who live, work or study in Cluj-Napoca and are at least 18 years old can participate in the participatory budgeting process. Those wishing to participate must register on the participatory budgeting platform www.bugetareparticipativa.ro. Exclusively individual citizens submit proposals. Each proposal must have a total cost of no more than €150,000 (including VAT).

Areas

Proposals must fall within one of the following areas:

a. Alleys, sidewalks and pedestrian areas
b. Mobility, accessibility and traffic safety
c. Green spaces and playgrounds
d. Public spaces (street furniture, street lighting, etc.)
e. Educational and cultural infrastructure
f. Digital city

Even if the proposal can be divided into several areas, the applicant must opt for the area he/she considers most appropriate.

Eligibility criteria

- a. The project must correspond to an objective of general interest.
- b. is or can be integrated into an investment within the area of competence of the Municipality of Cluj-Napoca and concerning a public space.
- c. They must not fall within the scope of other programmes of the Municipality of Cluj-Napoca, such as funding for NGOs, sports structures, etc.
- d. They must not be contrary or incompatible with plans or projects of the Municipality in progress.
- e. Not be of a commercial or advertising nature.
- f. Not be of a political or ethnic nature.
- g. Not generate significant operating costs (maintenance, royalty payments, etc.) after implementation.

- h. Be clearly delimited spatially and not too vague.
- i. Be within the maximum budget allocated to a project.

The Cluj-Napoca City Hall carries out a technical analysis of all proposals submitted by citizens. Following the analysis, the proposals put to the vote will keep the original idea, but they will be adapted by the services within the municipality, which will estimate more precisely the costs involved, the concrete possibilities of action and the time of execution.

If some proposals are found to be similar in content or spatial proximity, it may be justified to integrate them into a single project, with prior notification to the depositors.

Citizens who submit proposals that do not make it to the vote are entitled to receive, on request, an explanation of the reasons for this decision.

Participatory workshops
Participatory workshops, which aim to stimulate public debate, listen to citizens' suggestions and provide clarification on participatory budgeting, are held. They encourage participation by presenting and discussing citizens' proposals.

Voting procedure

Voting takes place in two separate stages. In the first voting phase, each citizen registered on the participatory budgeting platform can choose six projects (one for each of the six established areas). In this phase, 30 projects will be selected (the first three projects ranked in order of the number of votes in each area will automatically enter the second voting phase and the rest according to the number of votes, regardless of the area they belong to).

In the second stage, each citizen can choose only one project out of the 30 projects decided in the first stage. Fifteen projects will be selected. The most voted project in each field will be selected automatically and the rest will be selected according to the number of votes, regardless of the field they belong to.

Each participant can only vote once in each voting phase. Online voting requires pre-registration on the platform.

Examples of projects
<ul style="list-style-type: none"> • Bicycle/pedestrian paths • Solar PV panels on roofs and parks • Road safety education for children • Environmental education (e.g. recycling) for children • Community centres in parks

02. CITIZEN'S ENGAGEMENT APP IN KARPOSH (NORTH MACEDONIA)

The Municipality of Karposh is committed to communicate municipal decisions and actions to its citizens. Relevant information is published on the municipality website (www.karpos.gov.mk) and through its Facebook page (<https://www.facebook.com/karpos.gov.mk/>). The municipality's

Facebook page is also a channel for informal communication with the citizens. The municipal government also consults citizens when preparing annual work programmes, municipal budgets, and other relevant policies.⁴⁷

Since 2019, the Municipality of Karposh introduced an interactive digital platform called mCommunity, available at <https://m-zaednica.mk/> to empower citizens and the local government to improve the living conditions in the municipality. mCommunity is available for smart phones and provides opportunity for every citizen to⁴⁸:

1. Report a problem
2. Suggest a solution
3. Start an initiative in their community

It also provides the municipality with an additional interactive channel to communicate with the citizens.

The mCommunity app promotes the concept of mobile participation. mCommunity introduces new ways of involvement, allowing people flexibility in terms of time and location. The platform enables citizens to propose initiatives about recycling, infrastructure improvement, playgrounds for children and other topics of interest and formulate complaints to the local government. The app allows electronic reporting of problems/suggestions to help speeding up the process of solving local problems. The app allows direct contact with the municipal departments and increases transparency.

The app contributes to address the problem of low public participation complementing traditional methods, such as public meetings that may be more difficult for citizens, and that may not be available during to the pandemic.

03. ENGAGEMENT WITH HOMEOWNERS FOR BUILDING REFURBISHMENT IN GABROVO (BULGARIA)

Gabrovo has a long-term vision “Gabrovo Municipality – Green, Innovative, and Sustainable” based on community participatory involvement and the provision of modern public infrastructure (transport, education, social and cultural structures, etc.) for better living conditions for citizens.⁴⁹ Gabrovo has won the European Green Leaf award for its commitment to energy efficiency and clean technology implementation over the past decade. This has resulted in initiatives with citizen’s involvement.⁵⁰

In Gabrovo, a large number of buildings were built after the Second World War These buildings are characterised by low energy efficiency and high-energy consumption and require thermal refurbishing. The municipality is partner of the National Programme for Energy Efficiency in Multi-family Buildings, which started in 2015. The main objective of the programme is to implement energy-

⁴⁷ Municipality of Karposh, 2021: MUNICIPALITY OF KARPOSH PROJECT APPRAISAL DOCUMENT FOR RECONSTRUCTION OF LOCAL STREETS IN URBAN COMMUNITIES KARPOSH 1 AND KARPOSH 2. Skopje February 2021. <https://finance.gov.mk/wp-content/uploads/2021/07/MUNICIPALITY-OF-KARPOSH-PROJECT-APPRAISAL-DOCUMENT-FOR-RECONSTRUCTION-OF-LOCAL-STREETS-IN-URBAN-COMMUNITIES-KARPOSH-1-AND-KARPOSH-2.pdf>

⁴⁸ <https://blink42-21.mk/public-institutions/mcommunity/>

⁴⁹ <https://urbact.eu/gabrovo>

⁵⁰ https://ec.europa.eu/environment/grenoble-gabrovo-and-lappeenranta-win-prestigious-european-green-city-awards-2020-10-09_en

saving measures in residential buildings. The programme covers the full costs of the rehabilitation works. The programme follows a decentralised approach - each municipality is responsible for the overall technical and financial administration of the Programme on its territory. Municipal administrations are facilitators of the Programme and provide support to homeowners with legal and administrative matters.

One of the main challenges was to overcome prejudices about the programme among homeowners and to promote active listening and constructive communication with homeowners. **The participatory phase aimed to involve owners of eligible buildings in the project through public information meetings.**⁵¹ Citizens who participated in the programme were given administrative, legal assistance in the preparation of documents at each stage of the application until the procedure was finalised and the construction started.

Several means were used to encourage participation in the programme:

- | |
|---|
| <ul style="list-style-type: none">• A communication campaign using information leaflets delivered directly to the owners of eligible buildings and through local media. |
| <ul style="list-style-type: none">• Participation in the programme was also encouraged through LED screens in the city as well as advertising and |
| <ul style="list-style-type: none">• Information materials at bus stops where there was a high concentration of eligible buildings. |

The progress with the programme implementation was reported on the website of the municipality, where the investment projects for the buildings, their new outlook and pictures of the construction sites were also available. The municipality also developed a GIS app that allows citizens to track changes in the status of the buildings – from the creation of the owners associations to the execution of construction activities and commissioning of the buildings.

04. ENGAGING WITH HOMEOWNER ASSOCIATIONS FOR BUILDING RENOVATION (NORTH MACEDONIA)

In Macedonia, many collective apartment buildings have a poor energy efficiency and low maintenance and require thermal renovation. Many residents of these aging apartment blocks experience energy poverty and are unable to keep their homes adequately warm. To increase the renovation rate in these buildings, it is necessary to engage with Homeowner Associations and increase their capacities.

The project “Improving Energy Efficiency in the Housing Sector in Macedonia” financed by USAID and executed by Habitat for Humanity Macedonia (HFHM) aimed at improving energy efficiency in collective apartment buildings in Macedonia through demonstration projects on energy efficiency improvements. One of the components of the project focussed on the training and capacity building of Homeowners Associations (HOA) in selected buildings and sharing training materials and best practices with other Associations. As a first step, Habitat for Humanity reached out to homeowners to

⁵¹ <http://www.enlarge-project.eu/synthesis-of-31-case-studies-of-participatory-processes-in-the-sustainable-energy-field/>

inform them about the high costs of their energy bills due to lack of energy efficiency improvements and to gauge their interest in retrofitting their homes.⁵²

As part of the project, 35 homeowner associations in eight municipalities in North Macedonia and about 1,500 homeowners were trained on the benefits of energy-efficient refurbishment of buildings.^{53, 54} To raise awareness of citizens, face-to-face communication with citizens in group events and round tables were conducted. These activities contributed to build a trustful partnership between local authorities and citizens.

The project also provided organisational and technical support to Homeowners Associations that conducted building renovation, helping them to increase their capacity for self-management and become role models for other Homeowners Associations in their municipality. Homeowners were empowered to take control of the building retrofitting process.

The project also provided training to vocational high-school students from the municipalities through internships where they learned about energy consumption and residential energy efficiency, and gained practical experience in implementing energy efficiency upgrades.

05. SETTING UP DIGITAL COMMUNICATION WITH CITIZENS OF TROSTYANETS (UKRAINE)

Since 2015, Ukraine has been introducing the digital solutions for accountability of national, regional and local authorities to improve public services. In the framework of the E-Governance for Accountability and Participation (EGAP) Program, that is being implemented by the East Europe Foundation and Innovabridge Foundation, in partnership with the Ministry of Digital Transformation and funded by the Swiss Agency for Development and Cooperation, the vast majority of Ukrainian municipalities use several digital tools in order to improve their communication with citizens. One of the most popular tool is the Local Petitions (<https://petition.e-dem.ua/>) that helps local-self-governments identify the most critical social, environment, health care, housing and transport problems in their communities and immediately react to satisfy the concrete needs of the citizens. For the time being, 276 Ukrainian municipalities use this digital tool and almost 5 thousand petitions have been submitted and solved.

The EXCITE' pilot city of Trostyanets is among those that actively communicate with its citizens using the Local Petitions, and the latest petition related to the environmental topic was submitted by the local inhabitants. The issue of cleaning the local pond in the touristic location of the city that was polluted was raised. The petitioner initiated the establishment of a local environmental commission that had to investigate the scale of the problem, allocation of funds from the local budget for cleaning up the pond. As a result, the petition receive the needed votes from the citizens and the environmental

⁵² How USAID and HFHI united neighbors to heat their homes, reduce their energy bills, and strengthen their communities. <https://getwarmhomes.org/warmer-homes-richer-neighborhoods/>

⁵³ USAID, 2015: IMPROVING ENERGY EFFICIENCY FOR THE LOW-INCOME HOUSING SECTOR <https://www.usaid.gov/macedonia/fact-sheets/improving-energy-efficiency-low-income-housing-sector>

⁵⁴ Alceva, L., 2018: Case study 36. The-republic of North Macedonia: energy efficiency homes for low-income households. <https://www.primacons.com.mk/en/case-study-36-the-republic-of-north-macedonia-energy-efficiency-homes-for-low-income-households.html>

problem was solved. The details can be found following this link <https://petition.e-dem.ua/trostianets/Petition/View/23>

06. CITIZENS'S ENGAGEMENT BY CROWDFUNDING FOR RENOVATION OF PUBLIC BUILDINGS (SLOVENIA)

In the European Union, as much as 75% of buildings are energy inefficient and buildings use up to 40% of the energy used in the EU. Unfortunately, only between 0.4 and 1.2% of the inefficient building stock is renewed annually in the EU, which is not enough for the EU to meet its energy goals. The potential of crowdfunding is also becoming recognised in the field of financing energy projects as a tool that can help accelerate the energy transition of countries and local communities into an energy-saving society and cleaner future.

Crowdfunding or mass funding is a way of raising funds to finance projects with the combined efforts of individuals. In contrast to the traditional approach, where fundraising is typically achieved through only one or two major sources of funding, crowdfunding is about collecting small contributions with the help of more individuals.

The City of Velenje, is one of the leading municipalities in Slovenia, operating on sustainable principles and is committed to continuous green improvements. They are trying to use all the potential they have to make the transition to a low-energy and low-emission community even faster. Crowdfunding can become a successful way of filling the gaps arising from the financing energy and environmental projects in the municipality, such as the reconstruction of the Lifelong Learning University.

Mass funding is a way of promoting an inclusive society, as it enables citizens to invest in infrastructure that benefits the community and projects that citizens believe in. With this, citizens become a part of the changes that are happening in their environment. And, it gives the representatives from the municipality a useful insight into citizens interest and desire to be involved in the development of the Municipality.

The costs of comprehensive energy rehabilitation of the Lifelong Learning University were financed from three sources:

- the resources of the European eCentral project
- municipal funds,
- contributions collected through crowdfunding.

The renovation of the Lifelong Learning University was the first energy renewal project in Slovenia, which was implemented with the participation of citizens and benefited from funds raised through Crowdfunding.

IX. INTERFACE TO THE EUROPEAN ENERGY AWARD

Citizen engagement on municipal level is at the heart of the European Energy Award programme. A key tool of the European Energy Award (eea) programme is the Catalogue of Measures that is implemented in the online application “European Energy Award management tool” (EMT): it is a standardised catalogue of 79 measures related to energy and climate protection. Each measure is allocated a maximum number of potential points, which can be adjusted depending on the municipality’s scope of action (<https://www.european-energy-award.org/european-energy-award/tools>). Citizen engagement on municipal level is addressed in several areas but most prominently in area 6 "Communication and Cooperation" of the standardised catalogue. Especially sub-area 6.4 focusses on communication and cooperation with residents.

Involving citizens and local stakeholders is an important component of the eea programme. Indeed, measures aimed to reduce energy and water consumption, to increase non-motorised mobility and to implement high standards of energy efficiency, among others, need citizen engagement to be successful. The standardized European framework of eea provides municipalities a guarantee of quality. Citizens are more likely to engage in a recognized programme that aims to increase access to safe, clean and affordable transport and housing and a better environment, through an effective local government action. And, last but not least, the eea label contributes to public credibility by increasing the likelihood of the municipality’s long-term commitment to an active energy and climate policy, with predictable funding requirements and four-years action plans covering all six eea areas.

Citizen engagement on municipal level is addressed in several areas of the standardised eea/EMT catalogue; interfaces are especially in the areas and measures of the catalogue listed below:

Table 14: citizen engagement and interfaces to the eea/EMT catalogue

No. of Area	Area of eea catalogue	Interface to citizen engagement
Development and Spatial Planning		
1	1.1 Municipal concepts and strategies 1.1.1 Climate and energy strategy 1.1.2 Climate and energy concept	Potential for citizen engagement: if a concept created, include a statement to citizen engagement in the concept and list of exemplary fields of action (e.g. more renewable energy sources) Note: these concepts are the interface to the SECAP of the Covenant of Mayors.
Energy Supply		
3	3.2 Products, rates, customer information 3.3 Local energy production within the municipal territory 3.4 Energy efficiency of water supply	Measures aimed to influence the energy supply and increase the share of renewable energy need the acceptance of citizens; citizen engagement to be successful.

No. of Area	Area of eea catalogue	Interface to citizen engagement
Internal Organisation		
5	5.1.2 Committee	It is not a requirement by the EMT/eea to involve citizens in the energy team but it is recommended by the EXCITE project that an interdisciplinary Environmental/Energy team with citizen engagement should be appointed.
Communication and cooperation		
6	6.1.1 Communication and cooperation concept 6.2.5 Schools 6.4 Communication and cooperation with residents and local multipliers 6.4.1 Working groups, participation 6.4.2 Local population 6.4.3 Multipliers (NGOs, religious institutions, associations) 6.5 Support for private activities 6.5.1 Information centre for energy, mobility, ecology	Citizen engagement on municipal level is addressed most prominently in area 6 of the standardised EMT catalogue. The tailor-made citizen engagement strategy can be input for the eea communication and cooperation concept.

X. INTERFACE TO COVENANT OF MAYORS INITIATIVE

As part of the Covenant of Mayors (CoM), Mayors commit to engage citizens, businesses and governments at all levels in the implementation of measures to achieve decarbonised and resilient cities with access to affordable, secure and sustainable energy. They aim to develop a local climate pact with all the players who will help reach those objectives. The CoM also aims at involving citizens in the development of SECAPs. To develop a sound SECAP, it is recommended to seek the highest level possible of participation of stakeholders and citizens in the process.⁵⁵

Through the Covenant of Mayors, Local Authorities can encourage citizens to take action on energy and climate issues by, for example, providing advice and tips for building renovation, and involving them in the organisation of awareness-raising events and energy days. The organisation of energy days is one of the Covenant of Mayors' key pillars, and an official commitment taken by signatories when joining the initiative.⁵⁶ In addition, new cooperation models are emerging with the active participation of citizens.

Communication is an essential means to keep the stakeholders including citizens informed and motivated. The SECAP is a communication tool towards the stakeholders. Therefore, a clear communication strategy should be integrated in or added to the SECAP. Communication should also give visibility to the commitments of the partners and acknowledge the results achieved.

Citizen engagement requires local administrations to create a sound communications strategy that includes reaching out and broadcasting to citizens. An effective SECAP should include activities to motivate citizens to act and inform them properly about the measures to improve energy efficiency, introduce renewable energy sources and adapt to climate change. It is important to communicate the positive and negative impacts of mitigation and adaptation measures to citizens. Communication with citizens can integrate different expectations, increase consensus, and transparently evaluate progress towards the goals.

With the template of the SECAP the involvement of stakeholders and citizens have to be assessed: "Specify how stakeholders and citizens were engaged in the preparation of the action plan (eg participation methods, how many people) and how to involve them in the ensuing implementation."⁵⁷ The tailor-made strategies of the Excite project can be input for the SECAP.

The tailor-made strategies, which are prepared within the Excite project for the pilot municipalities, can be integrated in the SECAP of the Covenant of Mayors programme.

⁵⁵ Bertoldi P. (editor), Guidebook 'How to develop a Sustainable Energy and Climate Action Plan (SECAP) – Part 1 – The SECAP process, step-by-step towards low carbon and climate resilient cities by 2030, EUR 29412 EN, Publications Office of the European Union, Luxembourg, 2018, ISBN 978-92-79-96847-1, DOI: 10.2760/223399, JRC112986

⁵⁶ Covenant of Mayors, 2020: Covenant of Mayors: Multi-level action for sustainable energy.

https://www.covenantofmayors.eu/IMG/pdf/CoM_Multi-level_Cooperation_FINAL.pdf

⁵⁷ <https://www.covenantofmayors.eu/en/>

WWW.EXCITE-PROJECT.EU

WWW.EUROPEAN-ENERGY-AWARD.ORG



This project has received funding from the European Union's Horizon 2020 research and innovation programme under Grant Agreement No 892034.



AUSTRIAN ENERGY AGENCY



Alternatives pour l'énergie, les énergies renouvelables et l'environnement



ROMANIA
GREEN
BUILDING
COUNCIL



KSSENA



Association
«Energy Efficient
Cities of Ukraine»



SALZBURGER INSTITUT FÜR
RAUMORDNUNG & WOHNEN

Brandes
Energie