

TOOLS FOR THE ENGAGEMENT OF CITIZENS

Task 3.3 Engagement tools

D3.3: ENGAGEMENT TOOLS

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D3.3: ENGAGEMENT TOOLS

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The Action Plans for the engagement of citizens

The strategy which has been developed in D3.2 pointed out the tools and instruments that a Local Authority can use to engage citizens to provide them with the OSS services. The pilot cities (Municipality of Padova, Municipality of Timisoara, Municipalities of Vidin and Smolyan), starting from the evaluation of the strategy, have defined an Action Plan which includes the tools/actions they are going to put in place during the project lifetime or even after. In each Action Plan, the following information have been included:

- Name of the action
- Resources needed for execution: this is an estimation of the costs of the action and the human resources needed by the LA to implement the action
- Time schedule: this information indicates when the action is going to be implemented; each action could be linked to others (for example, the production of flyers and the organization of an InfoPoint in a local market). The time scheduling must be coherent with the PadovaFIT Expanded project deadlines and expected activities.
- Responsibility: this information indicates who is responsible for the implementation of the action; it can be directly the Local Authority, but also, in some cases, other partners or external organizations.

Each pilot area is developing and implementing the tools to concretely engage the citizens and involve them in the OSS process. Tasks 3.3 “Engagement tools” is a compendium of the engagement tools selected by the pilot cities in task 3.2 and further developed. Due to the impact of Covid-19, many of these activities could be strongly endangered, particularly for those requiring a face-to-face approach and a direct contact with beneficiaries. Nevertheless, correction measures have been identified and implemented, giving a central role to digital services.

Tools for the engagement of citizens: the Municipality of Padova

#1: Creating a dedicated website

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? The first version of the dedicated website (<https://www.padovanet.it/informazione/progetto-europeo-padovafit-expanded>) was conceived by the Territorial Information System Department of the Municipality of Padova, with the collaboration of the Environment and Territory Department regarding content and dissemination material. The website provides information on the PadovaFIT Expanded project and related services. It focuses on the tax opportunities of the 110% Superbonus and other building incentives, which can actively stimulate the energy refurbishment of buildings.

In a second phase, when the structure of the OSS is defined, it is planned to upgrade the website, which will be entrusted to an external consultant, with the budget available to the Municipality as part of the PadovaFIT Expanded project.



» [Tutti gli argomenti](#)

Sportello per il risparmio energetico del Comune di Padova

Ultimo aggiornamento: 04/03/2021

ATTENZIONE: il servizio è dedicato a residenti nel Comune di Padova ed è fruibile, in forma gratuita, su appuntamento telefonico.

Il Comune di Padova ha attivato lo Sportello per il risparmio energetico. Il servizio è rivolto a cittadini, amministratori condominiali, operatori del settore ed è fruibile, in forma gratuita, su appuntamento telefonico.

Lo sportello, attraverso personale qualificato, offre un servizio informativo e di consulenza tecnica sui seguenti argomenti:

- come ridurre i consumi energetici nella propria abitazione e risparmiare in bolletta;
- quali tecnologie scegliere per gli interventi di efficienza energetica e la produzione di energia da fonti rinnovabili;
- come beneficiare delle forme di incentivazione fiscale esistenti e come finanziare gli interventi.

Lo sportello è focalizzato sugli incentivi fiscali del **Superbonus 110**, agevolazione prevista dal Decreto Rilancio che eleva al 110% l'aliquota di detrazione delle spese sostenute dall'1 luglio 2020 al 30 giugno 2022, per specifici interventi in ambito di efficienza energetica, per interventi antisismici, di installazione di impianti fotovoltaici o delle infrastrutture per la ricarica di veicoli elettrici negli edifici.

Le nuove misure si aggiungono alle detrazioni previste per gli interventi di recupero del patrimonio edilizio, compresi quelli per la riduzione del rischio sismico (c.d. Sismabonus) e di riqualificazione energetica degli edifici (cd. Ecobonus).



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Come prendere appuntamento

Per fissare un appuntamento con il personale dello Sportello è sufficiente accedere al **servizio iCUP del Comune di Padova** e cliccare su "Sportello per il risparmio energetico" e successivamente sul tasto "Prenota". L'utente potrà scegliere il giorno e l'ora nell'agenda e cliccare su "+" per finalizzare la registrazione.

In seguito alla prenotazione si riceverà conferma dell'appuntamento via email.

L'appuntamento sarà telefonico; l'utente sarà contattato direttamente dallo Sportello al numero indicato in fase di registrazione.

Per annullare o spostare l'appuntamento è possibile scrivere una email all'indirizzo **risparmio.energetico@comune.padova.it**.

Giorni e orari per l'appuntamento telefonico

- martedì: dalle 9.00 alle 14.00
- giovedì: dalle 12.00 alle 17.00

L'appuntamento telefonico ha una durata massima di 30 minuti.

IN EVIDENZA: *domande frequenti (Faq) per l'accesso al Superbonus nel Comune di Padova*

Il servizio è erogato nell'ambito del progetto europeo **PadovaFIT Expanded**, che intende fornire ai cittadini informazioni, assistenza tecnica, giuridica e finanziaria, nonché strumenti contrattuali e decisionali per la realizzazione ed il monitoraggio degli interventi di risparmio energetico.



Who is going to implement the tool? The implementation of the website follows a similar logic. The first version of the website, dedicated to the Energy desk, which is the first communication tool created by the Municipality as part of the PadovaFIT Expanded project, has already been published. The second version will be entrusted to an external consultant.



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Who is the target group of this tool? The website has been designed to offer an information service to citizens, but also to other operators in the sector (condominium administrators, professionals, companies, etc.). The Service is initially offered to residents of the Municipality of Padova, but it is being planned to extend it to the entire metropolitan area (called Co.Me.Pa.).

Who is paying for the tool? The first version of the website was entirely set-up with municipal (personal) resources, using the server and the domain of the municipality. The upgraded version will instead be supported with project resources. The Municipality of Padova has a budget of 30,000€ for the design and implementation of the website. This version will contain, unlike the first, some interactive content, i.e., based on the input of data by the users.

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The website in its first version offers an information and technical advice service, through dedicated staff, on the following topics:

- how to reduce energy consumption in your home and save on your bill,
- which technologies to choose for energy efficiency interventions and the production of energy from renewable sources,
- how to benefit from existing forms of tax incentives and how to finance interventions.

The Energy desk is focused on the tax incentives of Superbonus 110, a facilitation provided for by the Relaunch Decree that raises to 110% the deduction rate of expenses incurred from 1 July 2020 to 30 June 2022, for specific interventions in the field of energy efficiency, for anti-seismic interventions, for the installation of photovoltaic systems or infrastructures for charging the electric vehicles in buildings.

The new measures are in addition to the deductions provided for the recovery of the building stock, including those for the reduction of seismic risk (Sismabonus) and the energy refurbishment of buildings (Ecobonus).

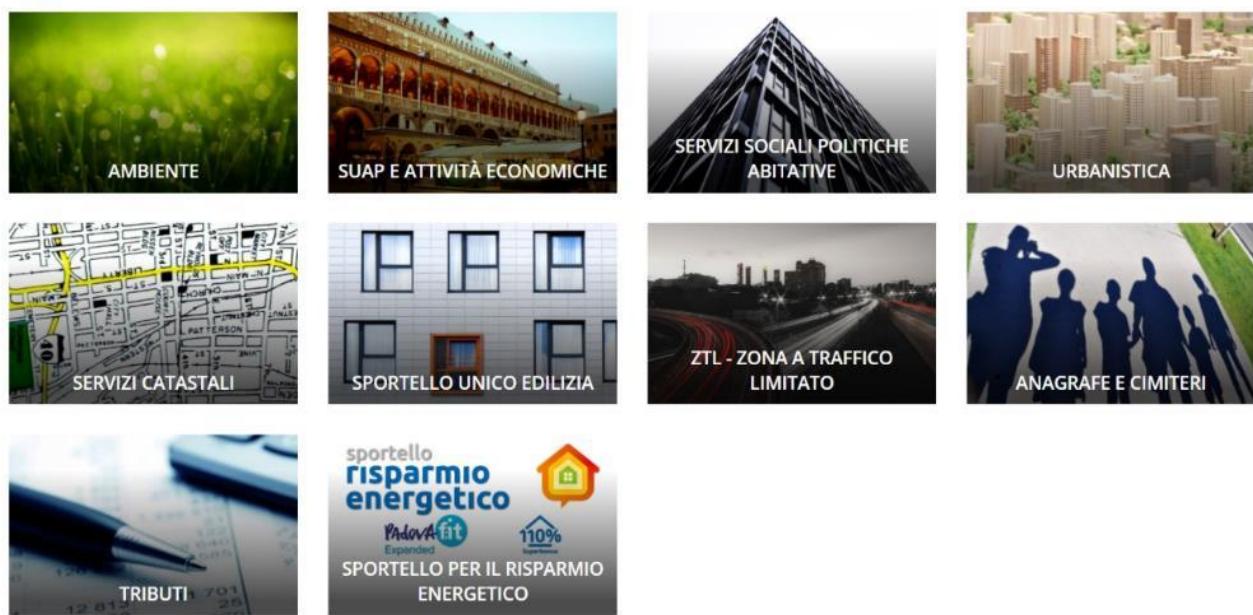
What do the citizens need to be able to do in/with the tool? To make an appointment with the staff of the Energy desk, the user must access the iCUP service of the Municipality of Padova and click on "Energy desk" and then on the "Book" button. The user can choose the day and time in the agenda and click on "+" to finalize the registration. After booking, the user will receive confirmation of the appointment by email. The appointment will be by telephone; the user will be contacted directly by the Energy desk at the number indicated at the time of registration.

To cancel or move the appointment, the user can write an email to the address: risparmio.energetico@comune.padova.it, which has been created for this specific purpose. The telephone appointment has a maximum duration of 30 minutes. <https://cup.comune.padova.it/agende/sportello-per-il-risparmio-energetico>



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Le aree



The Energy Desk service provided by the PadovaFIT Expanded project

What data elements does the tool need to capture, store, generate, output, etc.? The citizen who intends to benefit from the services of the Energy desk must provide some personal information to finalize the registration. The data collected by the system are as follows: first name, surname (mandatory), date of birth, tax code, email (mandatory), telephone number, mobile number (mandatory), subject (mandatory), company.

What processes does the tool need to support and/or facilitate? The Energy desk is the first step in the energy refurbishment process of the building. The citizen who obtains the advice of the Energy desk can take more informed decisions and therefore manages to talk with the right actors in the supply chain (professionals, companies, etc.).

What other systems does the tool need to interact with? To be effective, this tool must be known to a wide range of citizens and potentially interested parties in the service offered. The Energy desk has therefore been supported by targeted communication campaigns, both through the web (social networks, newsletters, etc.), and through advertising on the territory (on the tram, through public billboards, through the distribution of information brochures and posters). Each of these communication tools was further detailed in the later sections of this document.

What data elements does the tool need to exchange with other systems? The system, in its first version, does not exchange data with other tools. On the upgraded website, the data collected by users will be reworked, also through an interaction with other databases held by the Municipality of Padova, such as the “Sportello Unico per l’Edilizia” and the “Cartaweb” application for the evaluation of the urban areas in which the buildings benefiting from the service fall.

What is the volumetrics for the tool (e.g., # of users, etc.)? The Energy desk, in its first version, guarantees a maximum number of 20 reservations/week. Assuming intensive use of the tool, it is expected that the number of contacts on an annual basis can amount to about 1,000. Starting from the activation of the One Stop Shop, this tool will be further enhanced, to increase the number of users and ensure wider use also for professionals and businesses in the area.



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What problems does the tool solve or mitigate? The Energy desk service intends to solve one of the main problems of the process of energy refurbishment of buildings: the lack of knowledge of the existing opportunities both at a technical level (what interventions can I take to reduce the cost of the energy bill?), and at the financial level. This information channel made available by the Municipality should increase the interest and awareness of citizens, favoring more interventions on the territory.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? The first version of the website, in the form of the Energy desk, was activated at the beginning of February 2021, to accompany citizens in the activation of investments for the energy refurbishment of their buildings and to benefit from the opportunities of the Superbonus 110%. The upgrade of the website is planned instead by autumn 2021, when the One Stop Shop in Padua will be active.

When do citizens need to be able to perform specific activities? Citizens can make an appointment through the iCUP service of the Municipality of Padova, without time constraints. The appointment has a maximum duration of 30 minutes.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? The Service is active with two days a week (in the initial phase; a progressive increase is expected during 2021). Days and times for the telephone appointment: Tuesday, from 9.00 to 14.00; Thursday, from 12.00 to 17.00.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? The users of the Energy desk are the citizens residing in the Municipality of Padova. The service is in development; in the future, it is necessary to extend the audience of beneficiaries to all residents of the metropolitan area of Padova (area Co.Me.Pa.). To do this, an agreement with the neighboring municipalities will be necessary, sharing the purpose and costs of the service.

From where do the users need to be able to use the solution? From which devices do the users need to be able to interact with the tool? In the initial version, also given the restrictions imposed by the Covid-19 pandemic, the service will be usable exclusively through telephone appointments or using other web services (e.g., Zoom, Skype, etc.). In a second phase, the Energy desk is also expected to become a physical place, in which the user can interact with the consultants, viewing specific documents (e.g. requalification projects, energy performance certificates, etc.).

Where can or should the tool be hosted? The website is hosted on the servers of the Municipality of Padova. The service of the Energy desk, in its digital version, is provided through the iCUP platform, a single booking center, managed directly by the Territorial Information Systems Department.

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? The data collected by the iCUP platform are managed and stored on the server of the Municipality of Padua.



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Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool is needed? The tool is promoted by the City of Padova to provide useful information to citizens on how to refurbish their homes from an energy point of view. Looking ahead, this tool, which from digital will also become a physical place, should be the single-entry point of the One Stop Shop. The website will therefore be the channel through which the OSS will give information to citizens, collect the basic data to elaborate pre-feasibility assessments, connect the various actors active in the supply chain (professionals, companies, financial operators, etc.). All actors carry out a similar activity on the territory; the Energy desk aims to become a single information center on the issues of energy efficiency and renewable sources, guaranteeing third-party and impartiality in the information provided.

Which statutory or organizational rules is this tool intended or need to satisfy? At the organizational level, the instrument will have to be able over time to include a variety of services, moving from an exclusively informative and one-way tool - from consultants to citizens - to a platform that can also provide technical, financial, and fiscal services. The provision of these services will be direct or indirect depending on the constitutive methods of the One Stop Shop. The statutes of the OSS will define in a timely manner: the services provided through the website, the recipients of these services, the operators, and any cost for use.



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Material made available for download on the website

<https://www.padovanet.it/sites/default/files/attachment/superbonus.pdf>



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IL SUPERBONUS

Il Superbonus è un'agevolazione fiscale pensata per riqualificare energeticamente e/o sismicamente i condomini e le singole abitazioni e che permette di detrarre, con un'aliquota pari al 110%, le spese sostenute dal 1° luglio 2020 al 31 dicembre 2021 (30/06/2022 per gli interventi realizzati da IACP). L'importo dei lavori può essere detratto in 5 anni o, come spesso avviene, se associato alla cessione del credito o allo sconto in fattura, è possibile recuperare il proprio credito subito. Riferimento normativo: articolo 119 con il Decreto Legge 34/2020 o Decreto Rilancio (poi convertito con la Legge 7/7/2020, n. 77).

Chi può usufruire del Superbonus 110%

Condomini	Cooperative di abitazione a proprietà indivisa	Personne fisiche (proprietari, inquilini, proprietari di edifici, affittuarli e loro familiari)
Organizzazioni non lucrative di utilità sociale	Istituti Autonomi Case Popolari (IACP)	Associazioni e società sportive dilettantistiche

Per quanto riguarda le **persone giuridiche** (oggetto IRES, cioè le imprese), esse possono essere considerate beneficiarie del Superbonus 110% solo nell'ipotesi che partecipino alle spese per interventi trainanti effettuati sulle parti comuni in edifici condominiali. Su tale argomento, l'Agenzia delle Entrate ha introdotto una condizione per cui la superficie delle unità immobiliari destinate a residenza deve essere superiore al 50% della superficie complessiva dell'edificio. Nel caso in cui la percentuale risulasse inferiore al 50%, potranno accedere alla detrazione solo i proprietari delle unità immobiliari residenziali comprese nel medesimo edificio.

Link utili:
www.agenziaentrata.gov.it/portal/superbonus110#25
www.ente.inea.it/legge-superbonus-110/
FAQ dell'Agenzia delle Entrate
[Guida operativa di ANICE \(Associazione nazionale costruttori edili\)](http://Guida operativa di ANICE (Associazione nazionale costruttori edili))

https://www.padovanet.it/sites/default/files/attachment/superbonus_adempimenti.pdf



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GLI ADEMPIMENTI PER OTTENERE IL SUPERBONUS

LA RELAZIONE TECNICA

Al fine di dimostrare il rispetto dei Decreti Requisiti Minimi (DM 26 giugno 2015), come per l'Ecobonus 65-85%, anche per il Superbonus 110%, prima dell'inizio dei lavori va depositata in Comune la relazione tecnica (ex Legge 10/91) per tutti gli interventi di riqualificazione energetica ad esclusione dell'installazione delle pompe di calore di potenza termica non superiore a 15 kW o di generatori fino a 50 kW purché siano rispettati precisi requisiti.

I DOCUMENTI DA PRODURRE E DA CONSERVARE

Allo scopo di usufruire del Superbonus 110% il beneficiario deve conservare:

- le fatture o le ricevute fiscali comprovanti le spese effettivamente sostenute per la realizzazione degli interventi;
- la ricevuta del bonifico bancario o postale ";
- se i lavori sono effettuati dal detentore dell'immobile, deve essere acquisita la dichiarazione del proprietario di consenso ai lavori;
- se i lavori sono effettuati su parti comuni di condomini, deve essere acquistata copia della delibera assembleare e della tabella millesimale di ripartizione delle spese. Tale documentazione può essere sostituita dalla certificazione rilasciata dall'amministratore del condominio;
- una copia dell'assicurazione trasmessa all'ENEA per gli interventi di efficientamento energetico.

4. Dal bonifico bancario e postale devono risultare date di numero fattura, causa di versamento, codice fiscale del beneficiario nella relazione numero PIA/Atto di buona col beneficio ed onerato. Inoltre per beneficiare delle perquisizioni al termine della detrazione, la relazione tecnica deve indicare la data di deposito in Comune della relazione tecnica dalla data di inizio e dalla data di fine dei lavori per la realizzazione degli interventi trainanti. La data di resto deve però essere comprovata dalla data di deposito in Comune della relazione tecnica.

https://www.padovanet.it/sites/default/files/attachment/superbonus_a_chi_spetta_0.pdf



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A CHI SPETTA

GLI INTERVENTI NEI CONDOMINI

Il perimetro dell'agevolazione ha come oggetto **due macrocategorie di fabbricati:** condomini e abitazioni unifamiliari o funzionalmente indipendenti. Per quanto riguarda la prima categoria il Superbonus 110% si applica per interventi effettuati sulle:



Le parti comuni di edifici residenziali in condominio



Le singole unità immobiliari residenziali e relative pertinenze possedute da persone fisiche al di fuori dell'esercizio dell'attività d'impresa, arti o professioni, all'interno di edifici in condominio

Ed esclusivamente per quanto riguarda il Superbonus 110%, è stato posto un limite di unità immobiliari agevolabili pari a 2 unità immobiliari possedute dalla stessa persona al netto delle detrazioni spettanti per le parti comuni dell'edificio. Gli interventi sui parti comuni di edifici interamente posseduti da un solo proprietario non sono ammessi alla detrazione.

Con l'approvazione della Legge di Bilancio 2021, la detrazione del 110% spetta anche per gli interventi su edifici composti da due a quattro unità immobiliari distintamente accostate, anche se posseduti da un unico proprietario o in proprietà da più persone fisiche.

https://www.padovanet.it/sites/default/files/attachment/superbonus_cezione_del_credito_sconto_in_fattura.pdf



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CESSIONE DEL CREDITO E SCONTO IN FATTURA

DETRAZIONE DIRETTA VS. CESSIONE DEL CREDITO E/O SCONTO IN FATTURA

L'importo della detrazione spettante è calcolato tenendo conto delle spese complessivamente sostenute nel periodo d'imposta. In presenza di diversi fornitori per il medesimo intervento, la detrazione spettante è commisurata all'importo complessivo delle spese sostenute nel periodo d'imposta nei confronti di ciascuno di essi.

Qualsiasi beneficiario del Superbonus 110% può scegliere tra tre diverse opzioni per godere della detrazione fiscale:

UTILIZZO DIRETTO DELLA DETRAZIONE	UTILIZZO INDIRETTO DELLA DETRAZIONE
CESSIONE DEL CREDITO	SCONTO IN FATTURA
Il Superbonus 110% può essere utilizzato direttamente dal beneficiario a favore di altri soggetti, comprese le banche e gli intermediari finanziari. Viene ripartito in 5 quote annuali di pari importo.	Si tratta di cedere il corrispondente credito d'imposta a favore di altri soggetti, comprese le banche e gli intermediari finanziari. Si tratta di uno sconto sul corrispondente del lavoro (massimo 100% della spesa) che viene restituito al beneficiario di credito di impresa pari alla detrazione, dai fornitori che hanno realizzato gli interventi in 5 quote e con possibilità di cessione ad altri soggetti incluse banche e intermediari finanziari.

Una particolarità della terza opzione, lo sconto in fattura, è la possibilità di applicarla anche parzialmente, per cui il beneficiario può godere direttamente di una parte di detrazione e il fornitore può applicare uno sconto parziale per la restante parte. In seguito entrambi i soggetti possono cedere la quota di detrazione spettante anche ad altri soggetti.



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https://www.padovanet.it/sites/default/files/attachment/superbonus_costi_tetti_di_spesa.pdf



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Nel caso di condomini la detrazione viene imputata in ragione dei millesimi e quindi non compete in misura corrispondente alle unità immobiliari possedute.

Esempio:
edificio composto da 15 unità immobiliari, il limite di spesa ammisible alla detrazione è pari a 530.000 € per interventi di isolamento termico dell'involucro, calcolato così:
 $(40.000 \text{ €} \times \text{le prime 8 unità}) + (30.000 \text{ €} \times \text{le restanti 7 unità}) = 530.000 \text{ €}$

INTERVENTI FINANZIAMENTI			SPESA MASSIMA AMMISIBILE		
		Edifici unifamiliari e unità immobiliari "indipendenti"		Abitazioni in condominio	
Interventi di isolamento termico sugli involucri	50.000 €	40.000 € x Numero di unità immobiliari	30.000 € x Numero di più di 8 unità		
Sostituzione degli impianti di climatizzazione invernale	30.000 €	20.000 € x Numero di unità immobiliari	15.000 € x Numero di unità immobiliari		

INTERVENTI FINANZIAMENTI			DETRAZIONE MASSIMA AMMISIBILE		
Interventi di efficientamento energetico			<ul style="list-style-type: none"> Sostituzione di serramenti e infissi: 60.000 € per unità abitativa Installazione di collettori solari per la produzione di acqua calda sanitaria: 60.000 € per unità abitativa Fornitura ed installazione di sistemi di sorgente rinnovabile: 60.000 € per unità abitativa Dispositivi di building automation e sistemi di termostagliazione: è previsto un limite massimo di detrazione pari a 15.000 € per unità abitativa 		

3. Maggior interesse come edifici residenziali unifamiliari e relative pertinenze o singole unità immobiliari residenziali situate all'interno di edifici plurifamiliari che siano funzionalmente indipendenti (es. villette e schiera).

https://www.padovanet.it/sites/default/files/attachment/superbonus_permessi_edilizi_regolarita_0.pdf



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PERMESSI EDILIZI E REGOLARITÀ

IL CONCETTO DI DIFFORMITÀ EDILIZIA

L'immobile oggetto di interventi agevolabili con Superbonus 110%, come tutti gli altri casi, deve obbligatoriamente essere conforme sotto il profilo edilizio ed urbanistico. Quindi è necessario che un professionista incaricato verifichi che non ci siano abusi edili o diffornità rispetto al titolo edilizio e a quanto registrato in Catasto.

A tale scopo il professionista incaricato deve redigere una Relazione di conformità urbanistica e catastale durante la fase di prefinalità alla richiesta del Superbonus. In caso di regolarità, il certificato consente di quantificare l'entità dell'abuso capendo quindi se esso è sanabile e previa regolarizzazione accedere al Superbonus 110%.

L'accertamento che l'abitazione/edificio sia conforme può essere eseguito attraverso una visura della planimetria catastale e analisi dell'ultimo titolo abilitativo edilizio (CIA, SCIA). PerMESSO di Costruire o precedenti. Il quale o è già in possesso del proprietario o può essere richiesto tramite "Accesso agli atti" presso il SUE (Sportello Unico per l'Edilizia) del Comune.

LE MODALITÀ PER SANARE LE DIFFORMITÀ E BENEFICIARE DEL SUPERBONUS
In caso di irregolarità, l'analisi della conformità urbanistica e catastale consente di quantificare l'entità dell'abuso capendo quindi se esso sia:
• formale, nel caso siamo in presenza di inosservanza totale o parziale del prescritto titolo abilitativo;
• sostanziale, nel caso l'intervento non rispetti gli strumenti urbanistici, i regolamenti edili, le modalità executive previste dal titolo abilitativo e le discipline urbanistiche-edilizie vigente;
• sanabile o meno tramite il rilascio del permesso di costruire in sanatoria o SCIA in sanatoria e contestuale autorizzazione paesaggistica nel caso in cui l'immobile risulti soggetto a tutela o vincolo ex d.lgs. 42/2004, con acquisizione degli ulteriori eventuali atti di assenso, comunque denominati, resi da amministrazioni diverse, qualora necessario in funzione dell'intervento realizzato. Previa regolarizzazione, il beneficiario può accedere al Superbonus 110%.

https://www.padovanet.it/sites/default/files/attachment/superbonus_interventi_ammessi.pdf



The PadovaFIT Expanded project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 847143.

ADEMPIMENTI PER OTTENERE IL SUPERBONUS

Il Superbonus 110% viene concesso a condizione che la regolarità, sia tecnica che fiscale, degli interventi sia asseverata da professionisti abilitati. In particolare sono OBBLIGATORIE 5 CERTIFICAZIONI

1 APE PRE E POST INTERVENTO

Con lo scopo di accedere al Superbonus 110%, gli interventi energetici oggetto di richiesta devono permettere i miglioramenti di 2 classi energetiche: tale incremento deve essere certificato appunto mediante il rilascio di 2 APE, una dopo l'esecuzione dei lavori e una prima, in forma di dichiarazione asseverata.

2 RELAZIONE DI CONFORMITÀ URBANISTICA E CATASTALE

È un'asseverazione che ha lo scopo di attestare lo stato legittimo dell'immobile e la presenza o meno di abusi o diffornità edili per un'eventuale regolarizzazione.

3 ASSEVERAZIONE DEI REQUISITI TECNICI

Per accedere a tale detrazione ed eventualmente trasformarla in credito cedibile a terzi o in sconto in fattura è necessario asseverare il rispetto dei requisiti minimi previsti dai Decreti Ministeriali del 19 febbraio 2007 e del 11 marzo 2008.

4 ATTESTAZIONE DI CONGRUITÀ DELLE SPESE SOSTENUTE

È necessario inoltre attestare la corrispondente congruità delle spese sostenute relative agli interventi agevolati e trasmettere una copia all'Enea.

5 VISTO DI CONFORMITÀ

Al fini della cessione del credito o dello sconto in fattura, viene richiesto di attestare la sussistenza dei presupposti che darino diritto alla detrazione del 110%. Tale "bollino fiscale" verifica la presenza delle asseverazioni e delle attestazioni rilasciate dai professionisti incaricati.

https://www.padovanet.it/sites/default/files/attachment/superbonus_visti_congruita_asseverazioni.pdf



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LA MAPPA DEI PROFESSIONISTI DA COINVOLGERE

Il Superbonus 110% affida importanti responsabilità ad alcune categorie di professionisti allo scopo di coprire tutti gli aspetti tecnici, tributari e finanziari di questa tipologia di detrazione. Per ognuna delle cinque certificazioni obbligatorie vengono coinvolte diverse categorie. In dettaglio:

CERTIFICAZIONE/ASSEVERAZIONE	CATEGORIE INTERESSATE
1. APE pre e post intervento	
2. Relazione di conformità urbanistica e catastale	Architetti, ingegneri, geometri e periti abilitati al rilascio dell'attestato di prestazione energetica (APE)
3. Asseverazione dei requisiti tecnici	
4. Attestazione di congruità delle spese sostenute	
5. Visto di conformità	

#2 Engaging citizens - Social Media channels / #3 Municipal newsletter

Who deals with identifying the various actors and players in the solution?

Who is going to design and implement the instrument/tool? The social campaign has been carried out by the Municipality of Padova through its institutional channels - <https://www.facebook.com/informambiente/> - <https://www.facebook.com/Comune.Padova/>.

The newsletter is managed directly by the Informambiente Office belonging to the Municipality of Padova (<http://newsletter.padovanet.it/archivio/31/>). In both cases, the role of the Energy desk was highlighted. Following the activation of the OSS, these communication tools will be focused on the services provided to citizens by the One Stop Shop.

The Energy desk was also advertised through the PadovaFIT Expanded twitter account <https://twitter.com/padovafiteu> and the project newsletter, managed directly by Climate Alliance https://www.padoafit.eu/fileadmin/inhalte/Documents/Newsletter_1_PadovaFIT_Expanded_20210301.pdf.

Moreover, a communication campaign with local media has been launched, to give initial visibility to the service made available by the Municipality of Padova.

 **Informambiente Padova**
15 marzo alle ore 10:11 · [Cambia stato](#)

Ricordiamo a tutti i cittadini che continua, con successo, il servizio offerto dallo Sportello per il risparmio energetico del Comune di Padova, che offre informazioni e consulenze in materia di interventi di riqualificazione energetica sugli edifici residenziali.

In particolare, grazie allo Sportello è possibile conoscere tutte le modalità di accesso agli incentivi economici per effettuare tali interventi: Superbonus 110%, Sismabonus, Ecobonus, etc.

Il servizio è fruibile da tutti i residenti, in forma gratuita, su appuntamento telefonico.

 **Comune di Padova**
29 gennaio · [Cambia stato](#)

È attivo dall'1 febbraio il nuovo sportello per il risparmio energetico, che fornisce informazioni e consulenza su:

- come ridurre i consumi energetici nella propria abitazione e risparmiare in bolletta;
- quali tecnologie scegliere per gli interventi di efficienza energetica e la produzione di energia da fonti rinnovabili;
- come beneficiare delle forme di incentivazione fiscale esistenti (tra cui Superbonus 110%) e come finanziare gli interventi.

Il servizio è rivolto a cittadini, amministratori condominiali, operatori del settore ed è fruibile, in forma gratuita, su appuntamento telefonico.

L'iniziativa rientra nell'ambito del progetto europeo **PadovaFit Expanded**, che intende fornire ai cittadini informazioni, assistenza tecnica, giuridica e finanziaria, nonché strumenti contrattuali e decisionali per la realizzazione ed il monitoraggio degli interventi di risparmio energetico.

[Approfondimenti in Padovanet](#)



**sportello
risparmio
energetico**

Un nuovo servizio del Comune di Padova per promuovere il risparmio energetico e l'accesso agli incentivi economici per interventi di riqualificazione energetica (Superbonus 110%, Sismabonus, Ecobonus, ...). Il servizio è fruibile, in forma gratuita, su appuntamento telefonico.

Il servizio è dedicato ai residenti nel Comune di Padova.

Lo sportello, attraverso personale qualificato, offre un servizio informativo e di consulenza.

The Facebook account of Informambiente Padova

PADOVANET.IT
Sportello per il risparmio energetico del Comune di Padova

The Facebook account of the Municipality of Padova

The PadovaFIT Expanded project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 847143.

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Achab Group

15 marzo alle ore 10:14

Per ridurre l'inquinamento atmosferico l'informazione può fare tanto... tantissimo!

L'esperienza dello sportello informativo, gestito per il Comune di Padova negli spazi di Informambiente Padova, sui temi legati al risparmio energetico e alla riduzione dell'inquinamento dell'aria prosegue dopo il primo anno di attività.

Informare prima di tutto.

Il progetto "Aria pulita" ha visto la realizzazione di campagne informative territoriali sui mezzi pubblici, presso i mercati con punti informativi e attraverso materiali distribuiti nei luoghi più frequentati della città.

Uno sportello per la cittadinanza.

Cuore del progetto è stata l'attivazione e la gestione di uno sportello informativo che, in 12 mesi totali (al netto della sospensione del progetto per la pandemia), ha incontrato centinaia di cittadini che hanno chiesto consulenza su tantissime questioni:

- cessione del credito,
- contributi per la trasformazione delle automobili da benzina a GPL,
- analisi della propria bolletta per il servizio energetico o idrico e, non da ultimo soprattutto nel periodo più recente, il bonus del 110%.

<https://achabgroup.it/.../per-ridurre-linquinamento/.../>



The Achab Group Facebook account that supported the Municipality of Padova in the initial phase of the launch of the Energy desk

PadovaFITexpanded @PadovaFitEu · 16 feb

The Municipality of #Padova has activated its #EnergyDesk ! We are closer each day to a One Stop Shop for #energyrenovation in Padova! 🏠 The Energy Desk is also there to ease the #superbonus110 , a fiscal mechanism in Italy. More info in Italian: buff.ly/3s4hJY



The Twitter account of the PadovaFIT Expanded project

IL GAZZETTINO
PADOVA
Dir. Resp.: Roberto Papetti
Tiratura: 87.401 Diffusione: 49.173 Lettori: 575.000

Bollette e incentivi, apre lo sportello energetico

►Da lunedì attivato il servizio del Comune in favore dei cittadini

AMBIENTE

PADOVA. Apre al pubblico lunedì prossimo lo sportello energetico. Uno sportello grazie al quale i padovani potranno ottenere tutte le informazioni per rendere più green la propria abitazione, a partire dal superbonus 110% del 2020. Si tratta di nuovo servizio attivato dal Comune in favore della collettività, finalizzato a promuovere la riduzione dei consumi energetici, il risparmio in bolletta, la diffusione delle tecnologie di efficientamento energetico e l'accesso alle forme di incentivazioni fiscali per gli interventi di riqualificazione edilizia privata. Un servizio che sarà messo a disposizione di cittadini, amministratori condominiali, operatori del settore e fruible, in forma gratuita, su appuntamento telefonico. Lo sportello funzionerà dal prossimo primo febbraio, su appuntamento telefonico - con la possibilità di fare anche

una videociamata - e sarà disponibile il martedì dalle 9 alle 14 e il giovedì dalle 12 alle 17. «Con l'attivazione dello Sportello per il risparmio energetico il Comune di Padova continua a essere un esempio di cammino percorso verso la sostenibilità», ha spiegato ieri l'assessore all'Ambiente Chiara Gallani - offrendo ai cittadini un utile strumento informativo in grado di fornire risposte puntuali e competenti a tutti coloro i quali intendono investire nella riqualificazione energetica della propria abitazione ma fanno fatica a dirsiarsi tra i tanti programmi di finanziamenti esistenti». «Con il nuovo servizio questa amministrazione vuole supportare l'esigenza di ammodernamento del patrimonio immobiliare privato e fare in modo che gli incentivi economici introdotti dal Governo siano sfruttati il più possibile» - ha detto l'assessore all'Edilizia privata Antonio Bressa -. Grazie al Superbonus del 110% e ai precedenti interventi, infatti, investire nella riqualificazione energetica delle nostre case non è mai stato così economico come mai è importante conoscere tutta la normativa per scegliere quali tipi di intervento farà il nuovo servizio vuole quindi essere una guida competente, in grado di fornire informazioni sui requisiti, i tempi e le modalità operative legate agli ecocertificati esistenti.

Alberto Rodighiero



AMBENTE Chiara Gallani, presta lo sportello energetico

Some news published by local media on the activation of the Energy desk (Il Gazzettino di Padova)

Padovanet rete civica del Comune di Padova

Comunicato stampa: ufficio relazioni con il pubblico. Al via il servizio di "Sostegno per l'utilizzo dei servizi digitali del Comune - Portale Icup"

18/03/21

Tipo notizia Comunicati stampa

Ultimo aggiornamento: 18/03/2021

L'ufficio relazioni con il pubblico del Comune di Padova fornisce un nuovo servizio di assistenza ai cittadini meno digitalizzati o sprovvisti di dotazioni informatiche per prenotare online gli appuntamenti con gli uffici comunali che prevedono la richiesta di contatto con accesso al portale Icup, prende, infatti, il via da oggi la possibilità di contattare gli uffici dell'Urp, telefonicamente o recapandosi di persona fornendo nome, cognome, numero di cellulare e indirizzo email, per essere aiutati a fissare un appuntamento con i settori di interesse: solo per citare alcuni, dall'Edilizia Privata, allo Sportello per il Risparmio Energetico, dal Suap e attività economiche, ai Tributi. Nessun problema per le persone prive di casella di posta elettronica: in questo caso nella prenotazione verrà inserito l'indirizzo email dell'Urp.

"Il nostro obiettivo è comunicare, semplificare, per avvicinare sempre più il cittadino al suo Comune - commenta il sindaco, Sergio Giordani - L'Urp, da sempre, è un punto di riferimento per ottenere informazioni sull'organizzazione degli uffici comunali, sulle loro attività e competenze ed è anche luogo di partecipazione alla vita pubblica. Trovare ascolto e risposte ai bisogni aiuta, tutti".

L'ufficio relazioni con il pubblico del Settore Gabinetto del Sindaco precisa che "dal punto di vista del trattamento dei dati personali, l'Urp non conserverà in alcun modo quelli forniti dai cittadini e che gli operatori osserveranno la massima riservatezza, utilizzando i dati solo per effettuare la prenotazione, senza utilizzare alcuna modulistica".

Urp - Ufficio per le relazioni con il pubblico del Settore Gabinetto del Sindaco
Palazzo Moroni, via Oberdan, 1
telefono 049 8205572
email urp@comune.padova.it
orario: da lunedì a venerdì dalle 8:45 alle 13:00, martedì e giovedì anche dalle 15:00 alle 17:00



Press release on the activation of the Energy desk by the Municipality of Padova



The PadovaFIT Expanded project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 847143.

D3.3: ENGAGEMENT TOOLS



SUPERBONUS: DA LUNEDI' LO SPORTELLO DEL COMUNE | 29/01/2021

Some tv news published by local media on the activation of the Energy desk (Telenordest) -
<https://www.youtube.com/watch?v=nnU55cJxLBE>



Newsletter di Informambiente - PadovA21 Numero 2/2021

Newsletter dedicata ad iniziative ed eventi riguardanti l'educazione ambientale di Informambiente, i processi partecipati di PadovA21, i progetti europei sulla sostenibilità ambientale e tutte le altre attività del Settore Ambiente e Territorio.

Sportello per il risparmio energetico
Il Comune di Padova attiva un nuovo servizio per promuovere il risparmio energetico e facilitare l'accesso agli incentivi economici disponibili per chi sceglie di investire in maggiore efficienza energetica (Superbonus 110%), in sicurezza (Sismabonus) e in riqualificazione energetica degli edifici (Ecobonus).
Il servizio è rivolto ai residenti nel Comune di Padova.
Lo sportello è fruibile, in forma gratuita, su prenotazione attraverso il [servizio ICUP del Comune di Padova](#).
Il servizio è ideato nell'ambito del progetto europeo [PadovaFIT Expanded](#), finanziato da Horizon2020 che intende fornire ai cittadini informazioni, assistenza tecnica, giuridica e finanziaria, nonché strumenti contrattuali e decisionali per la realizzazione ed il monitoraggio degli interventi di risparmio energetico.
[Per maggiori informazioni](#)

The newsletter of the Informambiente Office that relaunched the news of the activation of the Energy desk service

Who is the target group of this tool? The main targets of these communication tools are citizens. In particular, the target area corresponds to the geographical distribution of people registered to the Newsletter of Informambiente Office (about 2,500 people), as well as to the followers of the social accounts of Informambiente Office (621) and the Municipality of Padova (38,700).

Who is paying for the tool? The management of social channels and newsletters is entirely a responsibility of the Municipality of Padova. The publication of news on the project newsletter and on the project social channels is therefore covered by project resources (personnel costs). The Municipality, to further expand the audience of recipients of the OSS services, is also making use of sponsorship services of published posts, which increase the visibility of the news conveyed. This service is normally paid for and is covered directly by the Municipality of Padova.



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D3.3: ENGAGEMENT TOOLS

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The use of social channels and the publication of articles in newsletters are effective tools to reach the potential customers of the Energy desk and subsequently of the OSS. These tools make the service known to a clientele who tend to be young and computerized, which however often corresponds to the target of the One Stop Shop. Social networks allow the publication of cadenced information, which keeps alive the interest of citizens on the service offered, limiting the reduction of interest that is usually detected after the initial communication campaign.

What do the citizens need to be able to do in/with the tool? The citizens must be enrolled in the mailing list of the Informambiente Office to receive monthly information on the activities of the department and consequently also on the service of the Energy desk. As for social channels, the news will be displayed mainly by subscribers to Facebook or Twitter pages.

What data elements does the tool need to capture, store, generate, output, etc.? This information channel does not collect any data from end users. The only information that is collected is about views of posts or articles, which are stored in aggregate form.

What processes does the tool need to support and/or facilitate? The social channels and the newsletter aim to increase the knowledge of the services offered by the Energy desk and then by the One Stop Shop, highlighting the steps and procedures to be followed to benefit from it. All social posts and articles in newsletters contain hyperlinks to be able to access the Energy desk directly and possibly to make an appointment with the technicians in charge of providing information and support.

What other systems does the tool need to interact with? Social channels and newsletters are tools that provide visibility to others. They therefore need to interact with all other communication channels and with the website of the Energy desk and at a later stage with that of the One Stop Shop.

What is the volumetrics for the tool (e.g., # of users, etc.)? The number of users who view posts on social channels or articles in Informambiente and/or project newsletters is strictly dependent on the number of followers and subscribers. Overall, with every news posted on all social media, at least 40,000 views are expected. This value can increase if the news is relaunched by some subscribers; in this case, however, it is not possible to establish an effect in quantitative terms.

What problems does the tool solve or mitigate? These tools aim at significantly increase the number of users of the services offered by the One Stop Shop of the Municipality of Padova.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? Social channels and newsletters are already active, starting from February 2021. They will be maintained during the entire duration of the project and even later. The information that will be conveyed through these tools will be varied; in a first phase they will be focused on how to access the Energy desk, while at a later stage they will be more oriented towards the services offered by the One Stop Shop. During the implementation phase of the project, the information conveyed will be related to the refurbishment of buildings and subsequently on the monitoring of the results achieved.

When do citizens need to be able to perform specific activities? This type of information channel does not require specific feedback from users. This is a one-sided means of communication. The information arrives



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to the customer of the Energy desk who receives it without giving notice to the sender. Indirectly, however, the message on social channels can (and should) stimulate the citizen to use the platform made available by the PadovaFIT Expanded project through its website.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? The publication of information and messages to citizens on social channels and newsletters must have a certain temporal cadence, to keep the attention of users on the service offered. The optimal frequency is monthly and in this sense the Municipality of Padova is moving.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The tool remains available 24/7 to users, who can consult the news even in a deferred way compared to their publication on social channels and in the newsletter. However, this type of information channel has a decreasing effectiveness over time; the older the news, the less visibility it will have. This is the main reason why a periodic update is necessary to ensure effectiveness of the communication channel.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? From where do the users need to be able to use the solution? The users of these communication tools have a broader territorial base than the website and the Energy desk, focused only on the residents of the City of Padova. However, users will only be able to use One Stop Shop services if they are in Padova. The Municipality is working with the neighboring municipalities to expand the service offered; this solution will ensure greater economies of scale than the current model, increase the base of users of the service, while diversifying the type of families and buildings that will subsequently benefit from energy refurbishment interventions, in line with the objectives of the project.

From which devices do the users need to be able to interact with the tool? Social channels and newsletters can be used by various devices, both mobile devices (mobile phone, tablet) and PC. It is, however, a typically digital communication channel, which therefore does not provide paper solutions and reaches only a certain target of the population.

Where can or should the tool be hosted? Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? As far as social channels are concerned, the data is managed directly from the platforms where the messages are conveyed. In the case of the Municipality of Padova, the main channel is Facebook and to a lesser extent Twitter. About the Informambiente newsletter, the data are managed directly by the Municipality of Padova, through its server.

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? These communication tools are among the most used today, because they allow to reach an exceptionally large number of recipients with extremely low investment costs. The social media and newsletters have the great advantage of being able to modulate the communication offer according to the level of response of end users, citizens. In case of low number of users social campaigns can be enhanced, both in terms of frequency and incisiveness of the messages conveyed.



#4 Flyer/leaflet distribution/ #5 Putting up a poster

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? The graphic definition of the communication material has been entrusted to an external graphic designer, to ensure a better communication yield and increase the attractiveness of the conveyed message. Various instruments have been prepared:

- a poster in 6 m * 3 m format,
- a poster in 70 cm * 100 cm format,
- a poster in 33 cm * 48 cm format,
- a A5-size flyer,
- a poster for the city tram.

All tools have common graphic elements, to ensure homogeneity in communication and facilitate the identification of the service by the citizen. It is also planned to create a roll-up of the Energy desk, which will always be entrusted to the same graph designer.



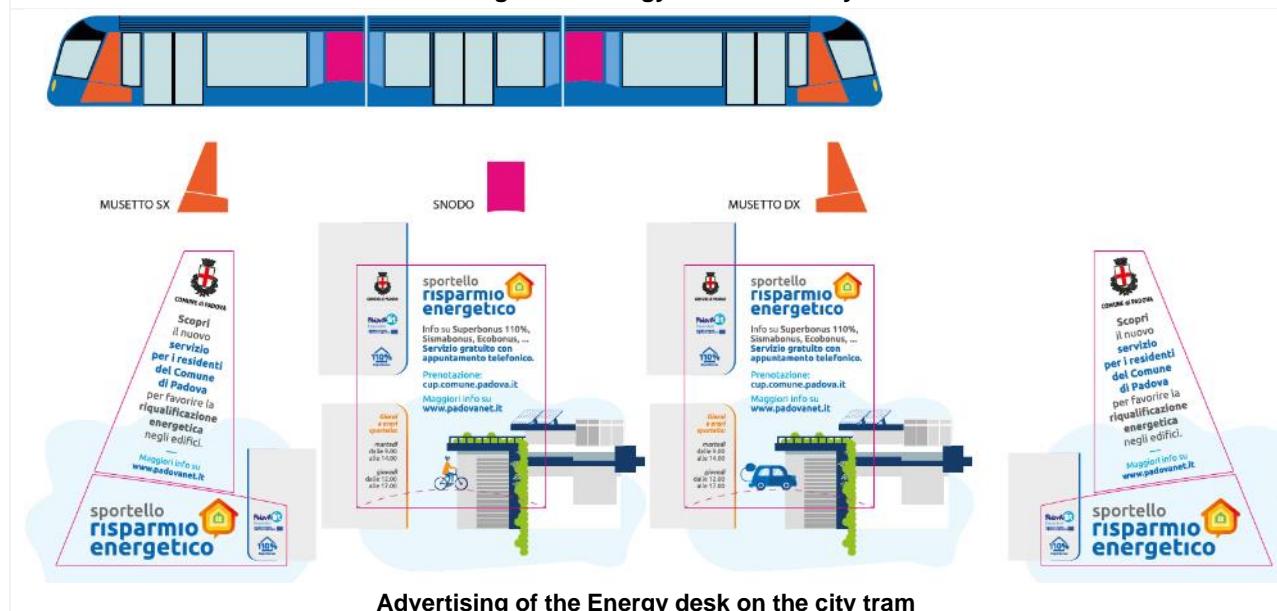
Advertising of the Energy desk on the city tram



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Advertising of the Energy desk on the city tram



Advertising of the Energy desk on the city tram



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sportello risparmio energetico

Un nuovo servizio del Comune di Padova per promuovere il risparmio energetico e l'accesso agli incentivi economici per interventi di riqualificazione energetica (Superbonus 110%, Sismabonus, Ecobonus, ...). Il servizio è fruibile, in forma gratuita, su appuntamento telefonico. **Il servizio è dedicato ai residenti nel Comune di Padova.**

Come procedere appuntamento: Accedere al servizio iCUP del Comune di Padova (cup.comune.padova.it) cliccare su "Sportello per il risparmio energetico" e successivamente sul testo "Prenota".

Giorni e orari sportello telefonico:
martedì 9.00 > 14.00
giovedì 12.00 > 17.00

Lo **colloquio telefonico ha una durata massima di 30 minuti.**

Per maggiori informazioni: www.padovanet.it



sportello risparmio energetico

Un nuovo servizio del Comune di Padova per promuovere il risparmio energetico e l'accesso alle forme di incentivazione fiscale (Superbonus 110%, Sismabonus, Ecobonus, ...). Il servizio è fruibile, in forma gratuita, su appuntamento telefonico. **Il servizio è dedicato ai residenti nel Comune di Padova.**

Il sportello, attraverso personale qualificato, offre un servizio informativo e di consulenza tecnica sui seguenti argomenti:

- ⌚ come ridurre i consumi energetici e risparmiare in bolletta;
- 🏡 quali tecnologie scegliere per gli interventi di efficienza energetica e la produzione di energia da fonti rinnovabili;
- 📝 come beneficiare delle forme di incentivazione fiscale, ottenendo informazioni sugli aspetti edilizio-urbanistici da considerare.



The poster in 33cm*48cm format for distribution at municipal offices and other points of high contact with the public in the city (supermarkets, bank branches, etc.). The QRcode has also been included in the posters for direct access to the iCUP services of the Municipality of Padova. (100 copies)

The poster in 33cm*48cm format for distribution at municipal offices and other points of high contact with the public in the city (supermarkets, bank branches, etc.). The QRcode has also been included in the posters for direct access to the iCUP services of the Municipality of Padova. (100 copies)



sportello risparmio energetico

Il Comune di Padova ha attivato un nuovo servizio, fruibile in **forma gratuita** su **appuntamento telefonico**, per promuovere:

- ⌚ la **riduzione dei consumi energetici**
- 🛠 gli **interventi di riqualificazione energetica**
- 📝 l'accesso alle forme di **incentivazione fiscale** (Superbonus 110%, Sismabonus, Ecobonus, ...) e gli aspetti edilizio-urbanistici da considerare.



Il servizio è dedicato ai residenti nel Comune di Padova.

Prenotazioni: portale iCUP del Comune di Padova (cup.comune.padova.it)

Maggiori info su: www.padovanet.it

The poster in 6m*3m format posted in some information panels around the city (8 copies)



The PadovaFIT Expanded project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 847143.

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The poster in 6m*3m format posted in via Chiesanuova (Padova) (8 copies)



COMUNE DI PADOVA

PadovaFit Expanded
Progetto europeo per il risparmio energetico

110%
Superbonus

Giorni e orari sportello telefonico:
martedì 9.00 - 14.00
giovedì 12.00 - 17.00

Durata massima colloquio telefonico:
30 minuti

Per maggiori informazioni: www.padevanet.it



sportello **risparmio energetico**

Un nuovo servizio del Comune di Padova per promuovere la riduzione dei consumi energetici e l'accesso alle forme di incentivazione fiscale (Superbonus 110%, Sismabonus, Ecobonus, ...), fornire informazioni sugli aspetti edilizio-urbanistici da considerare.

Il servizio è dedicato ai residenti nel Comune di Padova.

Il servizio è fruibile, in forma gratuita, su appuntamento telefonico con prenotazione attraverso il portale iCUP del Comune di Padova (cup.comune.padova.it)



The poster in 70cm*100cm format for distribution in billboards around the city of Padova. In this poster was also included the QR code for direct access to the services of the Energy desk. (180 copies)



The poster in 70cm*100cm format for distribution in billboards around the city of Padova. In this poster was also included the QR code for direct access to the services of the Energy desk. (180 copies)



The PadovaFIT Expanded project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 847143.

D3.3: ENGAGEMENT TOOLS

The flyer in A5 format for distribution in municipal offices and at other points of high contact with the public in the city (supermarkets, bank branches, etc.). (2,500 copies). It is one of the communication materials that will be most used at public events and in presence that will be organized by the Municipality of Padua.

The flyer in A5 format for distribution in municipal offices and at other points of high contact with the public in the city (supermarkets, bank branches, etc.). (2,500 copies). It is one of the communication materials that will be most used at public events and in presence that will be organized by the Municipality of Padua.



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🌐 www.padovanet.it
risparmio.energetico@comune.padova.it





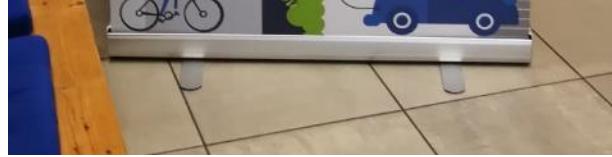
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The roll-up that will be used in the "physical" headquarters of the Energy desk and on the occasion of events organized on the territory (information evenings and presences in neighborhood markets)

The roll-up that will be used in the "physical" headquarters of the Energy desk and on the occasion of events organized on the territory (information evenings and presences in neighborhood markets)

Who is going to implement the tool? The printing of the communication material has been entrusted to an external provider. In the case of the poster for the city tram, the printing of the material is entrusted directly to the company that deals with this communication channel and that manages its advertising service: Aps Advertising belonging to the Aps Holding group. Moreover, all this material is expected to be put up around in the city. The poster 6m*3m will be managed directly by Aps Advertising, while the two other formats (70cm*100cm and 33cm*48cm) will be managed by the Environment and Territory Department of the Municipality of Padova. In the case of advertising through the tram, the material will be applied directly by the technicians of the company that manages the service (Aps Advertising).

Who is the target group of this tool? These communication tools are designed to integrate digital channels (website, social channels, and newsletters). The recipients of these communication services are quite different: the intention is to reach all age groups and neighborhoods of the municipality, through a widespread distribution of the material (posters and flyers). The poster 6m*3m will cover some strategic and high visibility points around the city. The smaller formats (70cm*100cm and 33 cm*48 cm posters) will be distributed:



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- at some information desks managed directly by the Municipality of Padova (URP – Public Relations Office, SUE – Private Buildings information Desk),
- at public and private offices with greater relations with citizens, with which the Municipality has activated forms of collaboration,
- using the billboards around the city (large-scale adverts):
 - Headquarters of the 6 neighborhoods,
 - Registry Office, Piazza dei Signori,
 - Social Services department - Via del Carmine,
 - School Services department,
 - Sports Services department,
 - Police department,
 - Cultural centre "San Gaetano",
 - Environment and Territory department - Palazzo Sarpi,
 - Tributes department,
 - Head Office of the Municipality of Padova - Palazzo Moroni.

For example, as part of the PadovaFIT Expanded project, it was agreed to collaborate with bank branches for the distribution of communication material on the project. Similarly, a collaboration has been established with the city's supermarkets, as part of the SUPERHEERO H2020 project.

Here below a map of high-visibility points for the installation of the big format posters, identified because of:

- traffic flows (from the Mobility Urban Plan),
- proximity to intersections (traffic lights/roundabouts),
- visibility from the road.



Installation point address
Via J. CORRADO
Via FRIBURGO
Via VIOTTI
Via TOTI
Via PO
Via MAGAROTTO
Via COLLI
Via BAVIERA

Identification of the 8 installation points of the 6m * 3m road posters, identified according to some parameters related to visibility and the number of potentials "users"

Who is paying for the tool? The costs for graphics and printing are covered by the PadovaFIT Expanded project. The Municipality has some resources for communication-related activities. However, some of the expected costs have been borne directly by the Municipality: this is true for the payment of poster display fees that are normally requested by another department of the Municipality.



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What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The main objective is to integrate the communication campaign with non-digital tools and present the information in a distributed way on the municipal territory. These tools allow to expand the range of potential beneficiaries of the services of the Energy desk and subsequently of the One-Stop-Shop. The goal of these tools is to raise awareness on the issue of energy savings / energy efficiency and the availability of services offered by the Municipality of Padova.

What do the citizens need to be able to do in/with the tool? What processes does the tool need to support and/or facilitate? These communication tools do not require interaction with the user; they convey the message unilaterally. The citizen, through the information included in the posters and flyers, becomes aware of the Energy desk service made available by the Municipality and the ways to register an appointment through the iCUP portal.

What other systems does the tool need to interact with? What data elements does the tool need to exchange with other systems? These communication systems interact directly with the Energy desk service, active during the pandemic phase only through the website (and in a subsequent phase also through the identification of a physical place). The material highlights the links useful to access the iCUP portal and QRcode has also been included to facilitate access with mobile devices. The citizen will only have to frame the code with his device to directly access the registration portal. This QRcode service has been included in the 70cm * 100cm format and 33cm * 48cm formats.

What is the volumetrics for the tool (e.g., # of users, etc.)? The number of users of these communication services is not easily quantifiable. Unlike digital services, in this case it is not possible to directly control the number of people viewing the information. However, indirectly, the users of the Energy Desk indicate during the registration phase the information channel through which they became aware of the service. In this way it is possible to quantitatively verify the effectiveness of the information channel.

What problems does the tool solve or mitigate? This information channel, as already mentioned, allows the user to overcome the information gap typical of digital platforms, which are not able to reach all sections of the population and consequently do not involve certain categories of homeowners. The widespread presence of posters, flyers and advertising on local public transport should broaden the audience of beneficiaries.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? These tools have been activated since March 2021. Advertising on the tram was activated in the middle of the month, while posters and flyers have been distributed at the end of March 2021. In the case of tram advertising, this communication channel remains active for only one month. The big format poster in 6m*3m will be visible for two weeks. In the other cases the material will be available for longer periods of time. These instruments will be proposed several times during the project, at regular intervals to allow their communicative effectiveness over time. It is not possible to imagine a continuous stay in the territory, since the costs of these services are too high (this applies particularly to the tram). It was therefore decided to opt for a relaunch every 3-6 months.

When do citizens need to be able to perform specific activities? These communication tools, as anticipated, allow the citizen to become aware of the services provided by the Municipality of Padova and of the activation of the Energy desk. The citizen, therefore, can access directly (through the QRcode) or indirectly, by



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consulting the web page, the services of the Energy desk, which will remain active at least until the end of the project.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? As anticipated, this information channel will remain active 1 month on the tram, for a slightly shorter period in the case of 6m*3m posters (2 weeks) and for higher but variable period in the case of 70cm*100cm and 33cm*48cm posters. The interval of the relaunch of these instruments is identified in about 3-6 months but will be strongly related to the variability in the number of customers of the Energy Desk.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The tool remains available 24 hours a day in the case of posters of greater size 6m*3m. On the other hand, the availability of tram advertising and smaller-format posters/fliers will depend on indirect factors: in the first case, the actual circulation of the tram (about 12-16 hours per day); in the second case, the opening hours of the Energy desks, offices, and other locations where the materials will be displayed.

When can data be purged from the tool (just in case)? As anticipated, some of these information channels provide for the removal of content following a certain time interval: 1 month in the case of the tram, a slightly shorter period in the case of larger format posters.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? From where do the users need to be able to use the solution? These communication tools have a direct relationship with the territory because they are posted and disseminated only in the Municipality of Padova. The content is used in fixed sites around the city (in the offices where the posters are affixed; in the high visibility points identified for larger panels) or in itinerant form (the tram). Those who view this information, however, may also not necessarily be a resident in the Municipality of Padova, that is anyway a necessary condition to benefit from the services of the Energy desk (at least in the first phase).

From which devices do the users need to be able to interact with the tool? Where can or should the tool be hosted? Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? These tools, not being provided in digital form, are not usable through mobile devices. Similarly, the tools are not "hosted" by specific platforms or servers. Unlike digital content, all information conveyed through posters, flyers, and advertising on the tram, does not include registration, backup of content; the message stops when it is no longer visible to the public.

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? These tools are necessary to complete the campaign to promote the services of the OSS, because they fill some of the gaps typical of other digital tools: they reach citizens in a more capillary and distributed way, allow to have a more direct and territorial relationship with the end customer.



#7 Creating information points / #9 Dedicated information evenings or events / #10 Promotional materials

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? These communication activities have much broader aims than the mere promotion of Energy desk services. In this case, the creation of information points and the organization of information evenings also serve to raise public awareness on the issues of energy efficiency, bill savings, the production of energy from renewable sources and the sustainability of the measures to be taken on their buildings. The preparation of this content is therefore delegated to external subjects, with the organizational and logistical support of the technicians of the Municipality of Padova.

Specific collaborations with some key stakeholders will be planned (e.g., with GBC Italia, local neighborhood councils). In addition, the municipality will make use of the technical and professional expertise of an external company. Regarding the purchase of gadgets to be distributed to customers of the OSS during the events that will be organized in the territory, it is planned to select some promotional materials that can be effective in conveying the importance of energy efficiency and renewable sources. The selection will be carried out directly by the technicians of the Municipality of Padova. The purchase of promotional materials (gadgets) will be carried out by the Municipality, according to the rules of public procurement in force in Italy.

Who is going to implement the tool? These communication tools provide for the organization and implementation of information events in the territory. Two channels will be mainly used: the information stands in the city squares during local markets; the organization of information evenings, at neighborhood level, at municipal offices or the premises of other parties involved in the initiative. The implementation of these tools is therefore intricately linked to their organization. The external experts of the Municipality – to be identified with competition - will therefore be involved. Moreover, third parties who will collaborate with the Municipality in the management of events and the Municipality itself with its staff will have a central role in the organization of these communication tools. In the case of information evenings, neighborhood councils (<https://www.padovanet.it/informazione/le-consulte-di-quartiere>) will also be actively involved, to reach citizens more effectively. Promotional materials (gadgets) will be distributed during the organization of events in the city.

Who is the target group of this tool? As anticipated, these information channels aim to reach the entire municipal population and especially those groups that have not been able to access the other communication channels (elderly people, less well-off families, etc.). Presence on the ground should allow for a more direct interface with citizens. It is clear, however, that this information channel will only be feasible after the conclusion of the pandemic phase, which is not allowing the organization of such events.

Who is paying for the tool? The organization and implementation of the meetings include some costs: for the definition of information content, for the definition of the most correct format to convey such contents, for the graphic definition and printing of content, for the purchase of promotional material (gadgets), etc. Some of these costs have already been described in the previous points (e.g., posters, flyers, etc.). In this case, however, new material is going to be produced, since the broader communication purpose (awareness-raising). As anticipated, the definition of the format and contents will be delegated to an external subject, with specific professional skills. The costs will be borne by the PadovaFIT Expanded project (there are 30,000€ costs for entrusting this task to a specialized company). Other costs will be covered directly by the Municipality of Padova or by other subjects involved from time to time in the initiatives that will be organized on the territory. The costs for the purchase of promotional material will be covered by the PadovaFIT Expanded project (there are about 10,000€ in "Other direct costs" under "Adaptation and printing costs of implementation and promotional material for target territories").



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What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The main purpose of these communication tools is to raise awareness among the population on the issues of energy efficiency in residential buildings and the production of energy from renewable sources. The Energy desk should represent, over time, the single access point to take advantage of the services offered by the One-Stop-Shop. To achieve this goal, two objectives will therefore have to be pursued: to make the instrument known to the wider audience of citizens, reaching even the poorest and least technological groups; to increase citizens' awareness on the opportunities available for the energy refurbishment of their building and of the advantages that such interventions bring, primarily in terms of living comfort. The distribution of gadgets should help to achieve both objectives, raising awareness of the citizen through simple tools of daily use.

What do the citizens need to be able to do in/with the tool? These communication tools provide for strong interaction with citizens. Their involvement in neighborhood markets and information evenings is necessary to make communication effective. In both cases the interaction will be vis-a-vis, thus providing for a physical relationship (this is one of the reasons why this tool has been postponed to a post-pandemic phase). In the case of neighborhood markets, the interaction will be mainly aimed at providing information on the services offered by the Energy desk, also through the help of distributed information material (flyers, gadgets, etc.). Through the participation of specialized technicians on the topic of energy refurbishment, it will also be possible to foresee short moments of informal exchange, answering the fastest and most frequent questions of citizens who will approach the stand. For more in-depth questions or for those that need further specification from the citizen, a reference to the Energy desk service, by telephone appointment or in presence, will be provided. In the case of information evenings, the interaction will be mediated by facilitators, experts in the management of events for citizenship and in the active involvement of the public. The format will be defined jointly with the experts and will be repeated on several occasions, applying a pattern in itinerant form, and reaching all the neighborhoods of the city. The distribution of promotional material (gadgets) will be subject to the participation of citizens in the events organized by the Municipality of Padova as part of the project.

What data elements does the tool need to capture, store, generate, output, etc.? These communication channels, providing for direct interaction with citizens, will also have to collect contact information (name, surname, email, telephone number, address, subject of the call). The information to be collected will be managed in compliance with the privacy and policies defined by the GDPR. The work carried out under WP1 on the collection of end-user data will be capitalized.

What processes does the tool need to support and/or facilitate? These communication channels aim to facilitate citizens' access to the services made available by the Municipality of Padova through the Energy desk and the One-Stop-Shop, but also to make citizens more aware and responsible in domestic energy management. In addition, efforts will be made to facilitate and accelerate relations between the various actors in the energy refurbishment chain (citizens, professionals, companies, financial operators, etc.) linking the demand and supply sides.

What other systems does the tool need to interact with? What data elements does the tool need to exchange with other systems? These communication channels rely on other tools to ensure adequate effectiveness: posters, flyers/brochures, roll-up, etc. This information material must be used and/or distributed during the events organized in the territory. The distribution of additional information material consolidates the information exchanged only orally and allows better interpersonal communication (word of mouth), significantly increasing the number of people reached indirectly.



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What is the volumetrics for the tool (e.g., # of users, etc.)? The number of users of these communication services will be more precisely quantifiable only when the number and nature of the meetings to be carried out on the territory are defined. Monitoring will be ensured through the collection of contact data of all citizens who will request information at the stand in the neighborhood markets or who will participate in the information evenings. As a preliminary step, it can be assumed that the participation of citizens can be quantified in about 50 people per event organized. Considering that it is planned to organize about 6 meetings in neighborhood markets and another 6-10 evening meetings, it is planned to distribute about 600-800 gadgets.

What problems does the tool solve or mitigate? These communication channels aim to create more direct relations with citizens and potential beneficiaries of the OSS. They therefore allow to overcome the critical issues related to the use of digital tools, which do not guarantee such a close relationship with the territory.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? When do citizens need to be able to perform specific activities? These tools will only be activated after the end of the pandemic crisis, being based on direct relations with citizens. As a preliminary and entirely precautionary measure, it is estimated that the organization of information evenings and the participation of the project in neighborhood markets can only materialize from September 2021. The distribution of promotional materials (gadgets) will take place simultaneously with the organization of events on the territory.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? Both the organization of information evenings and the participation in the neighborhood markets provide for a certain periodicity. The information evenings will be organized in each of the 10 neighborhood councils, to reach the population in a fair and distributed way throughout the municipal territory. It is planned to organize the evenings every biweekly. In this case, assuming a start from September 2021, these events will have a total duration of about five months. However, in some cases, more neighborhood councils may be aggregated to optimize the timing and costs of these activities. As for the presence in the neighborhood markets, it is planned to organize the stand in the following: (1) District 2 Nord - Piazzale Azzurri d'Italia; (2) District 3 East - via Bajardi; (3) District 3 East - Piazzale Silvio Barbato; (4) District 4 Southeast - Piazzale Cuoco; (5) District 4 Southeast – Voltabarozzo; (6) Neighborhood 6 West - Via Sacro Cuore. It is planned to participate on a bi-weekly basis.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The communication tools will be organized in two time slots: the organization of the stands in the neighborhood markets will take place mainly in the morning, within the time intervals of the markets themselves (tend to be between 8 and 14). The information evenings will be provided on an evening time. The organization of events at different times should allow for wider involvement of the population: the elderly, pensioners, workers, etc.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? The users of these communication channels are territorially very deeply rooted. Unlike digital tools or posters, information evenings and stands at neighborhood markets will be frequented mainly by the inhabitants of the neighborhoods involved.



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From where do the users need to be able to use the solution? Where can or should the tool be hosted? The use of these communication tools, providing for a direct interaction between the citizen and the technicians of the Energy desk, will take place exclusively at the selected neighborhood markets and at the offices of the neighborhood councils (or other available locations) where the information evenings will be organized.

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? The only data that will be collected are those related to the contact information of citizens who will participate in the information evenings or request information at the stands organized in the neighborhood markets. This data will be managed by the Municipality of Padova in compliance with the GDPR and unless requested by the users themselves.

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? Which statutory or organizational rules is this tool intended or need to satisfy? These communication tools are the only ones, within the strategy for citizens' involvement, which provide for a direct relationship with citizens. It makes possible to reach specific sections of the population and with good territorial representativeness, since the events are organized at neighborhood level. The creation of a direct relationship is necessary to ensure long-term sustainability at the Energy desk because it creates loyalty and a recognition that digital tools are not able to generate.



The promotion of energy saving Energy desk services as part of the "M'illumino di meno" campaign (postcard).

The distribution of information material is one of the communication methods that will be used during meetings on the territory.



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#11 Using testimonials

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? The involvement of testimonials will be carried out by the Municipality of Padova with the external advice of technicians specialized in communication activities. The company that will be selected to support the Municipality in the organization of events in the territory, will also oversee managing the methods of implementation of this communication activity. The testimonials that will be identified will be of two types:

- on the one hand, personalities recognized at city level (e.g., Councilor for the Environment, etc.),
- on the other hand, they will be users of the Energy desk or other subjects who have already benefited from the services of the One-Stop-Shop and who become indirect promoters to other citizens.

The design of this communication activity involves the definition of two main elements: the selection of testimonials, based on specific criteria, and the methods of dissemination of the message (e.g., through the recording of a short video and publication on digital channels).

Who is going to implement the tool? This tool will be realized by the technicians of the Municipality of Padova with the support of an external company expert in communication. The tool will be carried out in the form of interviews, which will be published on the website of the OSS and on social channels. The interviews will be carried out both with video support and in the form of a question-and-answer document (text format). Interviews will be managed in such a way as to ensure a high effectiveness of communication.

Who is the target group of this tool? As with the other communication tools, the main recipients of this communication channel will be citizens of the Municipality of Padova. Interviews should involve recognized personalities and other citizens who have already finalized the interventions. In this way the emulation process or curiosity about the services offered by the Energy desk and the One-Stop-Shop should be facilitated.

Who is paying for the tool? The organization of the interviews requires specific skills. For this reason, it is necessary to involve external experts. The experts involved in this activity will be the same who will support the Municipality in the organization of events on the territory. As a result, the expenditure to be incurred will be included among those dedicated to these services (€ 30,000 is provided for in the project budget).

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? These communication tools are intended to involve citizens in emulation pathways. Very often the information that is given and the opportunities that are guaranteed (e.g., Superbonus 110%) to the homeowners are not enough to orient them towards the effective energy refurbishment of their property. It is sometimes necessary to hear more opinions (the second opinion of the Anglo-Saxon tradition) or more authoritative ones. The interviews have this finality. The success of these campaigns has been verified on several occasions: by way of example, a similar approach has also been used during the pandemic phase to push citizens to get vaccinated against Covid-19, overcoming some attitudes of mistrust initially widespread.

What do the citizens need to be able to do in/with the tool? Interviews with testimonials will be conveyed in digital form, using the project channels (website, social channels, newsletters, etc.). Citizens will be called upon to interact with these tools indirectly, in turn conveying shared content and commenting on news. As already highlighted above, the citizens receiving the service must be enrolled:



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- to the mailing list of the Informambiente newsletter,
- to Facebook or Twitter accounts.

The testimonial campaign will still be advertised, to get more views and expand the target pool.

What data elements does the tool need to capture, store, generate, output, etc.? This information channel does not collect any data from end users. The only information that is collected is about views of posts or articles, which are stored in aggregate form.

What processes does the tool need to support and/or facilitate? Through the publication of interviews with testimonials, citizens will be called to intervene on their building, benefiting from the tax opportunities existing at national level and contributing to strategic objectives of sustainability and environmental and social responsibility. The campaign aims to promote the emulation of virtuous behaviors that go beyond the interest of the individual citizen (e.g., the reduction of the energy bill) but raising awareness of the collective importance of the measures promoted by the Energy desk. All social posts and articles in newsletters that will incorporate interviews with testimonials will contain hyperlinks to be able to access the Energy desk directly and possibly to make an appointment with the technicians in charge of providing information and support.

What other systems does the tool need to interact with? What data elements does the tool need to exchange with other systems? Social channels and newsletters, hosting the interviews, are tools that provide visibility to others. They therefore need to interact with all other communication channels and with the website of the Energy desk and at a later stage with that of the One Stop Shop.

What is the volumetrics for the tool (e.g., # of users, etc.)? The number of users who view posts on social channels or articles in Informambiente and/or project newsletters is strictly dependent on the number of followers and subscribers. Overall, with every news posted on all social media, at least 40,000 views are expected. This value can increase if the news is relaunched by some subscribers; in this case, however, it is not possible to establish an effect in quantitative terms.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? Interviews with testimonials are scheduled from September 2021 and will be disseminated through social channels, newsletters and the website starting from autumn 2021. The main intention is to align this communication activity with the activation of the One Stop Shop in the Municipality of Padova. Some interviews will involve public decision-makers (e.g., environmental councilor of the Municipality of Padova) and the referents of public and private bodies that will join the OSS. The interviews will also involve some direct beneficiaries of the One-Stop-Shop services; in these cases, the interviews will be carried out by spring 2022.

When do citizens need to be able to perform specific activities? This type of information channel does not require specific feedback from users. Indirectly, the message of testimonials conveyed on social media channels, newsletters and on the website can (and should) stimulate the citizen to use the platform made available by the PadovaFIT Expanded project through the Energy desk.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? The publication of interviews with testimonials on social channels, on the newsletter and on the website, will be cadenced, to keep users' attention on the service offered. The optimal frequency is weekly and in this sense the Municipality of Padova is moving. All interviews will be published on the website, on a dedicated page and will be usable both in the form of videos and in text format.



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When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The tool remains available 24/7 to users, who can consult the interviews even in a deferred way compared to their publication on social channels, in the newsletter and on the website.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? From where do the users need to be able to use the solution? Like what has already been anticipated for social channels, the newsletter and the website, the users of these communication tools normally have a broader territorial base than only the Municipality of Padova, for which the service is currently active. The purpose of the interviews is certainly to raise public awareness on the issues of energy saving and the production of energy from renewable sources. In this sense, the greater the number of users, the greater the effectiveness of the instrument.

From which devices do the users need to be able to interact with the tool? Interviews can be consulted through social channels (with weekly publication of news), through the newsletter (with monthly publication) and through the website, where they will all be collected in a single container. The use of this digital content is guaranteed for all devices, both mobile devices (mobile phone, tablet) and PC. It is, however, a communication channel that does not provide paper solutions and therefore reaches only a certain section of the population.

Where can or should the tool be hosted? As far as social channels are concerned, the data is managed directly from the platforms where the messages are conveyed. In the case of the Municipality of Padova, the main channel is Facebook and to a lesser extent Twitter. Regarding the Informambiente newsletter, the data are managed directly by the Municipality of Padova, through its server. The website where all interviews will be collected and published will be hosted at an initial stage on the servers of the Municipality of Padova (Padovanet) and in a second phase on another server (depending on the domain that will be identified for the publication of the One Stop Shop web-platform).

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? The interviews will be published permanently in the web platform that will manage the services of the One Stop Shop. In line with the privacy legislation contained in the GDPR, all interviews will be carried out and published with the authorization of the parties involved. The same subjects, in compliance with the same legislation, may request the deletion of the contents at any time ("Disclaimer" section).

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? This tool intends to disseminate messages of energy sustainability and to highlight existing incentive opportunities at local and national level effectively, generating virtuous emulation processes. It is important that the testimonial has an image and characteristics consistent with the service proposed by the One Stop Shop and the Energy desk and with the message that the Municipality wants to convey. The attributes of the testimonial should be somehow "transferred" to the service without the citizen feels some form of inconsistency between them. The choice of testimonials will therefore be central to the provision of this communication service and will allow to catalyze the attention of citizens towards the energy refurbishment of their buildings.



#13 Training Community/Condominium Facilitators

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? The training course is designed by the Municipality of Padova with internal staff. The Municipality will be supported by some project partners, SINLOC and SOGESCA, who will each contribute for their own areas of expertise, respectively for financial and technical /engineering issues.

Who is going to implement the tool? The implementation of the course consists in the provision of training modules and therefore in the preparation of the material and the management of the lectures. Each module will be managed by different parties:

Municipality of Padova

- Introduction to the aims of the course
 - The PadovaFIT Expanded project
 - The role of the neighborhood facilitator/condominium facilitator
 - The training program
- Privacy and data processing
 - Procedures for getting access to documents
 - Privacy management and data processing

SOGESCA

- Carrying out and evaluating an energy audit
 - Data collection
 - Field surveys
 - Case study analysis
 - Simulations with software

Sinloc

- Energy refurbishment of buildings: assessments of the economic and financial sustainability of interventions
 - Forms of support and existing incentives
 - Energy performance contracts
 - Indicators to assess the economic and financial sustainability of interventions
 - The mechanisms for the disposal of credit and invoice discount (Superbonus 110%)

IUAV

- The building in the urban context: principles of sustainable urban regeneration
 - Design eco-friendly neighborhoods

“È Nostra” cooperative

- The building in the urban context: principles of sustainable urban regeneration.
 - Energy communities

“Sestante di Venezia” cooperative

- Techniques for facilitating and mediating conflicts.
 - Decision processes
 - How to organize and manage and condominium assembly

AISFOR / Rete ASSIST-TED

- Check-ups and support for families in energy poverty
 - Check-up of energy consumption
 - Management and behavioral solutions to reduce energy expenditure
 - Support for families in energy poverty



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Divisione Energia srl

- Superbonus 110% and other forms of incentive
 - From legislation to practice

ENEA – National Energy Agency

- Means and methods for communicating energy
- The communication skills of the condominium/community facilitator
- How to prepare a communication plan

Corso di formazione "Facilitatori territoriali per la promozione degli interventi di riqualificazione energetica nel patrimonio edilizio privato"

Scadenza domande: 14 giugno 2021

Ultimo aggiornamento: 27/05/2021



Documenti

[Presentazione corso di formazione PadovaFIT Expanded »](#)
.PDF 158.45 KB

[Programma corso di formazione PadovaFIT Expanded »](#)
.PDF 175.81 KB

Il corso è dedicato esclusivamente agli under 35:

- diplomati nei corsi di alta formazione post diploma "Energy Manager 4.0" e "Building Manager" organizzati da Its Red Academy;
- laureati nei corsi magistrali in Ingegneria, Architettura o Pianificazione territoriale.

La presentazione del corso ed il programma di formazione sono scaricabili dalla sezione "Documenti" di questa pagina.

Modalità di svolgimento

Il corso di formazione si svolge interamente online, attraverso la piattaforma Webex. Sono previste 12 lezioni in modalità sincrona, della durata complessiva di 29 ore, organizzate in fascia preserale.

Il corso inizia giovedì 17 giugno 2021 e si conclude, con un esame finale, il 29 luglio 2021.

Al superamento dell'esame finale, il Comune di Padova selezionerà un candidato per l'avvio di una collaborazione professionale a supporto delle attività dello **Sportello per il risparmio energetico**.

Presentazione della domanda: modalità e tempi

Per iscriversi al corso di formazione è necessario:

- compilare **l'apposito modulo online**;
- inviare una copia del proprio curriculum vitae e di un documento d'identità in corso di validità all'indirizzo email **padovafit@comune.padova.it**.

L'iscrizione deve essere effettuata entro il 14 giugno 2021.

The webpage where the training program has been published (Padovanet)

Who is the target group of this tool? The plan is to involve at least 20 participants. Main beneficiaries of the training course are:

- ITS Red Academy graduates in the courses of "Building Manager" and "Energy Manager 4.0",



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- it is planned to open the registration also to professionals enrolled in the Professional Associations of Architects and Engineers of Padova, but reserved only to under 35,
- it is also envisaged to involve recent graduate students at the University of Padova and Venice in the master's courses of "Environmental Engineering", "Energy Engineering", "Energy Engineering", "Engineering for the Environment and the Territory", "Techniques and management of construction and territory", "Building Engineering and Architecture", "Sustainable Territorial Development".

The selection will be based on CV and on the consistency of the education background with the aim of the training course. To select the participants, web and social channels of ITS Red Academy, the Professional Associations, and the University of Padova and Venice will be used, in addition to the channels of the Municipality of Padova: Office of Public Relations (URP), Informambiente Office. The registration of participants will take place through the compilation of a Google form: the registration phase will collect only the data that allow the selection of the students.

Downstream of the use and completion of the training course, participants will be issued a certificate of participation that attests to the acquisition of knowledge and skills necessary to play the role of neighborhood / condominium facilitator within the PadovaFIT Expanded project.

Who is paying for the tool? The training course will be entirely financed with project resources. The Municipality of Padova has some funds for an external assignment to professional trainers (10,000€), on the topic of urban regeneration, energy refurbishment of buildings and smart communities. In addition, the Staff of the Municipality of Padova and other project partners (SINLOC, SOGESCA) will be actively involved in the management and delivery of some training modules.

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The main point of the training course is to identify 1-2 people who may subsequently be involved in the activities of the OSS and in supporting municipal technicians in the management of the Energy desk. The involvement of these people should materialize starting from autumn 2021, when the One-Stop-Shop will be officially operational and the face-to-face communication activities will be realized.

What do the citizens need to be able to do in/with the tool? Citizens are not directly involved in this communication tool. The training course is in fact dedicated to professionals or technicians in the sector. At the end of the training course, 1-2 participants will be selected to accompany the Energy desk in its communication and citizenship engagement activities. Specifically, facilitators will be called to participate in the organization and management of events on the territory, including meetings in condominium assemblies.

What processes does the tool need to support and/or facilitate? The training of condominium/neighborhood facilitators responds to a specific need of energy refurbishment programs aimed at citizens and/or owners of real estate: the need to transfer technical information, of a financial or architectural nature, with a simple, clear, and effective language. This is one of the main non-technological barriers that reduce the effectiveness of public policies to significantly orient people's behavior towards more sustainable solutions. The facilitator can perfectly combine the technical skills necessary for the energy refurbishment of a building (design, economic-financial evaluation, identification of tax opportunities, etc.), with relational, communication skills.

What other systems does the tool need to interact with? What data elements does the tool need to exchange with other systems? The provision of the training course does not require specific connections with the other communication tools.



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What is the volumetrics for the tool (e.g., # of users, etc.)? The assessment of the number of users of this communication channel is based entirely on the number of students. At least 20 are expected to be involved; however, given the possibility of providing the entire course remotely (electronically) it will be possible to reach a maximum of 30 subscribers.

What problems does the tool solve or mitigate? This communication channel aims to encourage the birth and affirmation on the territory of new professional figures, who join technical with communication skills. The recipients of the course will be selected according to their professional background and will be supported by municipal technicians and other trainers in expanding their "toolbox". The presence of facilitators in public events organized by the One Stop Shop or in condominium assemblies should give greater effectiveness to the messages conveyed, allowing a higher number of homeowners to decide to proceed with the energy refurbishment of their property. This is especially true for condominiums, where decisions must be made collectively and the dynamics that lead to the formation of a majority are uncertain and changeable.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? The call for the selection of participants of the training course will be published by the end of May 2021 and will remain open for two weeks. At the end of this period, the CV of the candidates will be evaluated by an examination committee of the Municipality of Padova and the "students" who will benefit from the high-level training will be identified. The training course will have a total duration of about two months and will be completed by the end of July 2021. The direct involvement of the condominium/ neighborhood facilitators in the activities of the Energy desk is scheduled from autumn 2021, in an ongoing form until the end of the project.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? 12 lessons (2 per week, on Tuesdays and Thursdays), during pre-evening hours (5.30pm-7.30pm – in some cases the courses will start at 4.30 pm) are planned. At the end of the training course an evaluation test is foreseen. The final evaluation will guarantee the identification of the most suitable candidates to play a supporting role at the Energy desk.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The training course will be carried out entirely online, in synchronous mode (teacher + students), using the Webex platform in use at the Municipality of Padova.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? The participants in the training course do not necessarily have to be residents in Padova. Enrolment in the course remains open to all and the only criteria that will be included will concern the educational background and the qualifications already acquired. Users of the training course will be able to follow the lessons remotely. However, the support activities at the Energy desk, to which the beneficiaries of the course will be called to contribute, must be carried out in the Municipality of Padova. The facilitators will in fact have to support the organization of events on the territory.

From where do the users need to be able to use the solution? From which devices do the users need to be able to interact with the tool? As anticipated, the course will be available entirely in telematic mode, using the Webex platform of the Municipality of Padova. Participants in the course will receive the complete program of



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training modules and links for participation in each module. The use of the course will be possible both through personal computers and other mobile devices (mobile phone, tablet). Participation in the training course is, however, considered compulsory, at least for the 80% of the modules.

Where can or should the tool be hosted? Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? All the material that will be used in the training course (presentations, recording of lessons, etc.) will be made available to the trainees for an asynchronous use. The material will be included in the platform of the One-Stop-Shop of the Municipality of Padova and will be accessible only through the credentials that will be issued at the time of the selection of participants (or, if the platform is not yet available, at the time it is activated).

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? Which statutory or organizational rules is this tool intended or need to satisfy? The training course is connected to the organization of events on the territory and participation in condominium assemblies, to support the decision-making processes of homeowners. In this sense, the training of condominium/neighborhood facilitators is a necessary step to give effectiveness to the communication campaigns of the Energy desk and the One Stop Shop in Padova. The facilitators will contribute to two respects: on the one hand they will guarantee high technical support, on the other hand they will provide operational, organizational and communication support to encourage the participation of more homeowners to the offer of the OSS of Padova.



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Tools for the engagement of citizens: the Municipality of Timisoara

#1: Creating a dedicated website

Creating a dedicated website: adaptation of the website with an interactive online communication and integration platform and a dedicated section on the existing official websites of The Municipality of Timisoara and the Environmental Directorate – www.primariatm.ro and www.dmmr.ro. To increase the level of citizen engagement we plan to create a section regarding the services provided by the OSS on each webpage as well as general information referring to building refurbishment. The section will feature links to the project website and other useful links to showcase the latest innovations and technologies in the field.

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? The project implementation team alongside members of the IT department of the City Hall of Timisoara and from the company responsible for the hosting and maintenance of the official website of the Municipality of Timisoara and that of the Environmental Directorate, respectively. The purpose is to integrate an interactive section dedicated to offering information and facilitating communication related to the OSS into the existing websites of the municipality. – www.primariatm.ro and www.dmmr.ro.

Who is going to implement the tool? The company responsible for the hosting and maintenance of the municipality's online domains along with members of the IT department.

Who is the target group of this tool? The target group of the tool is represented by the visitors of the municipality's websites, apartment owners, building associations, etc.

Who is paying for the tool? Since most of the work will be performed under existing contracts or by employees of the municipality, we anticipate the costs being low. Any design or implementation work that needs to be outsourced will be covered by the projects budget (subcontracting and municipal personnel costs).

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The purpose of the tool is to offer information about the OSS itself and what services it provides but also function as a virtual interface for the OSS, providing information on technical and financial solutions, innovative technologies, etc.

What do the citizens need to be able to do in/with the tool? In addition to its role as an information hub, the idea behind the online tool is to act as a virtual “office” for the OSS. The citizens must be able to obtain information on the step-by-step procedure that they must undertake to complete a rehabilitation process. This information should cover the whole process, starting from the necessary documentation all the way to financing options and then execution. Moreover, the online tool must facilitate communication between the citizen and the OSS itself (through its employees).



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What data elements does the tool need to capture, store, generate, output, etc.? The tool needs to offer as comprehensive a picture on building rehabilitation as possible. It must consider the whole procedure from beginning to end and walk the citizen through it offering potential solutions along the way. Ideally, it would allow the citizen to get an idea about what he or she needs to do while at the same time featuring some form of online communication for the citizen to get in touch with the OSS for direct counselling. Among the things that the website must contain are:

- a comprehensive list of paperwork that needs to be filed to get the necessary permits,
- a list of rehabilitation measures and innovative technologies for the user to browse and/or chose from
- Contact details for architects, contractors, designers, utility service providers, ESCOs (if available), energy efficiency auditors and experts, other technical and financial solution providers, professional organizations etc.
- details on the functionality of the OSS and how to contact a counsellor.

Essentially, the online platform must allow the user to enlist professional help through the OSS in terms of planning, design, financing, and execution.

What processes does the tool need to support and/or facilitate? The website/section needs to function as an information repository and support the user in acquiring the necessary data for him to make an informed decision. Furthermore, it needs to facilitate the communication between the user and OSS representatives as well as user and representatives of third parties (contractors, building material providers, financial institutions, architects, etc.). Potentially, it could also contain a function which allows the user to search for a specific service or material, checks among the third parties associated with the OSS and displays it for the user in order of price (or other adjustable criteria).

What other systems does the tool need to interact with? The section dedicated to the project and later the OSS will be integrated into the main website of the Municipality of Timisoara. It should be able to interact with internal processes (such as obtaining permissions and permits) as well as external ones. Ideally, it will be a waypoint towards other online systems belonging to third parties associated with the OSS as well as allowing users to obtain data from those third parties in a centralized fashion (for example perform a search for a service or material from among all third parties associated with the OSS)

What data elements does the tool need to exchange with other systems? Initially, the online section will function more as a news outlet for the PadovaFIT Expanded project and the progress being made towards the end goal which is setting up the OSS. However, in its final form the tool needs to be able to access and centralize information from various third parties associated with the OSS so as the user can easily identify the partners of the OSS, a specific technical or financial solution and the cost for a service or product relating to the rehabilitation process.

What is the volumetrics for the tool (e.g., # of users, etc.)? The official website of the Municipality of Timisoara receives around X number of unique visitors each month, so we expect the online section dedicated to the OSS to reach quite a wide audience.

What problems does the tool solve or mitigate? The tool contributes across multiple fronts. On the one hand it solves the problem of lack of information regarding deep building refurbishment available to the general audience. It provides information on both technical as well as financial solutions. At the same time, it allows the user to conduct a comparative analysis between various providers. Moreover, it allows the citizens to get in touch with OSS representatives and other forms of professional, specialized help that can offer counselling in all matters related to building rehabilitation. Lastly, it allows citizens to save time and do all the above from the comfort of their own home which has become increasingly relevant over the last year.



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When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? The online section relating to the PadovaFIT Expanded project and the OSS will be launched in two stages. In its initial incarnation (to be developed over the course of 2021) it will function as a news hub for the project and the development process of the OSS and once the OSS itself launches (scheduled for 2022) the online section should be updated to its more comprehensive form as mentioned above.

When do citizens need to be able to perform specific activities? The website will be set up so as citizens can get news related to the project, the OSS, building refurbishment and innovative technologies in the field. Once the OSS is launched additional features will be implemented.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? Maintenance will be performed regularly as the section for the OSS will be part of the main website of the Municipality of Timisoara. Updates will be performed as appropriate.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The tool should be available throughout the year.

When can data be purged from the tool (just in case)? Data can be purged from the tool upon request (from one of the partners for example) or whenever there are fundamental changes either in legislation or functionality. These should be performed by the company contracted to maintain the website of the Municipality of Timisoara.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? Since it is an online tool, users can be located anywhere and at least partially benefit from it. Realistically, the main bulk of users are expected to be from Timisoara and the surrounding area.

From where do the users need to be able to use the solution? The nature of the tool ensures that it can be used from virtually anywhere so long as there is access to the internet. Physical presence is not required.

From which devices do the users need to be able to interact with the tool? The users need to be able to interact with the tool from their personal devices (PC, tablets, smartphones).

Where can or should the tool be hosted? The tool will be hosted on the domain of the Municipality of Timisoara as it will be an integral part of it.

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? All permanent and temporary data related to the functioning of the OSS should be stored on the servers of the Municipality of Timisoara. Where possible some data will be sourced directly from partner websites. The technical solution will be provided by a specialized company.



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Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? Which statutory or organizational rules is this tool intended or need to satisfy? The tool is needed so that there is a centralized medium from which citizens can get information regarding deep rehabilitation from start to finish. Additionally, it is needed to facilitate communication between the supply and demand side of the market. Since it will function as a part of the official website of the municipality and in conjunction with the OSS which itself will be organized by the municipality it needs to conform by the same rules as any other entity functioning under the umbrella of the Municipality of Timisoara.



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#2 Engaging citizens - Social Media channels

Social media represent a powerful tool for citizens' engagement. To increase the exposure level of the OSS the Municipality of Timisoara will organize an online campaign targeted towards online audiences. The municipality already has several followers on its official social media channels which can help disseminate the information in the online medium. Additionally, a dedicated Facebook page as well as a sustained newsletter campaign are planned which will include up to date news regarding works facilitated by the OSS. Also, the online platforms can be used to inform citizens regarding various events that will be used for face-to-face engagement.

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? The internal team of the institution is going to set up a dedicated Facebook page for the PadovaFIT expanded project which will mirror the official page of the project but targeted towards Romanian speaking audiences. The design will follow the official identifiers of the project as they are made available to us.

Who is going to implement the tool? Members of the project implementation team along with the employees of the Municipality of Timisoara that are responsible for the online presence of the institution.

Who is the target group of this tool? Since members of the younger generations are most likely to use online tools and especially social media to get the information they seek (for example the percentage of adults who use social networks as of February 2019, by age group is: 18-29 years old - 90%, 30-49 years old - 82%, 50-64 years old - 69%, 65+ years - 40%), this tool will most likely be effective particularly among them.

Who is paying for the tool? Setting up accounts on social media is generally free of charge and maintaining them will be likely performed by members of the project implementation team and/or other employees of the municipality tasked with administering our social media accounts (and subsequently by those employed by the OSS itself) (municipal personnel costs).

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The goal is twofold. On the one hand this tool offers us a platform to keep people informed on the progression of the project and on the other it can be used to generate interest in the services that the OSS will provide. Moreover, upon finalization of the project the account can be converted into a promotional tool for the OSS by way of posts and images that showcase works made possible by the involvement and counselling of the OSS representatives and their role as intermediary between the supply and demand side. Additionally, it can be used to promote green and innovative technologies relating to building rehabilitation.

What do the citizens need to be able to do in/with the tool? Initially the tool will be a means of acquiring information related to building rehabilitation and it will work in conjunction with the official Facebook page of the project. It will also provide a link to the project websites and offer updates on the developments of the project as they happen. Subsequently it can be used as an alternative means of communication between the OSS representative and the citizen.



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What data elements does the tool need to capture, store, generate, output, etc.? The social media account will provide information on the works and services provided through the OSS and its partners and function in a similar fashion to the website in that it will allow users to find the best solution to their rehabilitation needs by facilitating contact between supply and demand whether that be for execution per say or simply for receiving expert advice related to the building rehabilitation process.

What processes does the tool need to support and/or facilitate? The tool will function as an appendage of the website and as an alternate means of communication, but it will be used more as a promotional tool than anything else.

What other systems does the tool need to interact with? The Facebook account set up for this purpose will interact with the official project Facebook page and website, or any other means of online communication related to the project.

What data elements does the tool need to exchange with other systems? Due to the limited functionality of social media channels the tool is expected to exchange data with the other forms of electronic communication related to the updates of the project as well as subsequent developments once the OSS is set up.

What is the volumetrics for the tool (e.g., # of users, etc.)? The tool will be used by at least X users/year.

What problems does the tool solve or mitigate? Due to the nature of the tool, it ensures that the information related to the PadovaFIT Expanded project, building rehabilitation and the OSS reaches audiences it might not have otherwise. It also allows information to be readily shareable and can be used to showcase success stories relating to rehabilitation facilitated by the OSS.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? We intend to set up a dedicated local Facebook page over the next few months as activities around the project pick up pace.

When do citizens need to be able to perform specific activities? Due to the relatively low complexity level the tool will be set up from the onset to provide links to the other official channels of the project/OSS.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? Regular updates will be provided in conjunction to the communication schedule of the project and subsequently by the OSS.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The tool needs to be always available for use.

When can data be purged from the tool (just in case)? Data can be purged from the tool as appropriate since the interface is provided by the social media platform.



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D3.3: ENGAGEMENT TOOLS

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? Since it is an online tool, users can be located anywhere and at least partially benefit from it. Realistically, the main bulk of users are expected to be from Timisoara and the surrounding area.

From where do the users need to be able to use the solution? The nature of the tool ensures that it can be used from virtually anywhere so long as there is access to the internet. Physical presence is not required.

From which devices do the users need to be able to interact with the tool? The users need to be able to interact with the tool from their personal devices (PC, tablets, smartphones).

Where can or should the tool be hosted? The tool will be hosted on the social media platform.

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? The data will be stored on the servers belonging to the social media platform.

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? The tool is needed to raise interest and reach as large an audience as possible. Moreover, it will serve as an entry point towards the other official online media of the project and OSS.



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#3 Official Newsletters: promoting information through the Official Journal of the Municipality of Timisoara.

The Official Journal of Municipality of Timișoara (Monitorul Oficial al Primăriei Municipiului Timișoara) is one of the best informational tools at the municipal level. This is available in printed form in 125,000 copies and is freely distributed to all households using the local post. The Official Journal is also available in online form on the official website of the municipality. We estimate that we will be able to promote the activities of the project at least two times over a period of one year, but also the OSS itself with clear messages to all homeowners. The Official Journal of Municipality of Timișoara is the publication with the largest circulation in the city, which manages to reach the citizens' mailboxes.

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? The newsletters will be based on the official project newsletters as designed in accordance with the communication and dissemination strategy of the project. The members of the project implementation team will adapt it to our local needs.

Who is going to implement the tool? The implementation will be the task of the project implementation team with the help of other municipal employees whose activities relate to the communication of information from the city hall towards the citizens.

Who is the target group of this tool? The target group of this tool is represented by household owners in all age groups although we expect that due to our desire to disseminate the newsletters via the official journal of the municipality the newsletters are more likely to reach older age groups that are more likely to get their news from the printed press.

Who is paying for the tool? Since the implementation will be done by the project implementation team and internal staff, we expect few costs related to this tool. Any extra costs incurred due to design and distribution issues will be covered from the project budget (municipal personnel costs)

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The goal is to disseminate information related to the PadovaFIT Expanded project and subsequently the OSS to target groups less likely to be covered by the online platforms described above.

What do the citizens need to be able to do in/with the tool? As a promotional tool, the main aspect we are looking at is that citizens become aware of the OSS and its works and that they learn where and when they can contact the OSS representatives to get professional counseling.

What data elements does the tool need to capture, store, generate, output, etc.? Due to the relative restrictions in the format the main elements that the tool needs to communicate are related to rehabilitation programs promoted through the OSS and showcase works already facilitated through the OSS.



D3.3: ENGAGEMENT TOOLS

What processes does the tool need to support and/or facilitate? As a promotional tool the main goal is to generate interest in the rehabilitation programs and the OSS and provide appropriate contact information.

What other systems does the tool need to interact with? Due to the nature of the tool in written format it will have little direct interaction with other systems outside of providing contact information to the other tools where appropriate. If and when the newsletter is disseminated in electronic format as well it will also provide direct links to the other online platforms set up for the project / OSS.

What data elements does the tool need to exchange with other systems? There will be shared information across platforms however due to the format of the tool it will not exchange data directly with other systems.

What is the volumetrics for the tool (e.g., # of users, etc.)? The official journal of the municipality is issued in 125,000 copies per month. When appropriate the newsletter will be included within.

What problems does the tool solve or mitigate? The purpose of the tool is to cover a section of the citizenship previously not accounted for and to address the lack of information when it comes to building rehabilitation from a technical and financial point of view.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? The newsletter can be published whenever there is news about the OSS or the project so long as the material is ready before the official newspaper of the municipality is issued for that respective month. Otherwise, it will have to be delayed until the following issue. If the newsletter is also uploaded in online format that can be done at any time on the online platforms that are administered by the municipality.

When do citizens need to be able to perform specific activities? There are no specific activities relating to this tool as it serves as an information dissemination tool. Once the OSS launches citizens may contact it via the contact info displayed in the contents of the newsletter.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? Depending on the frequency of the official newsletters of the project, the contents will be adapted and published on a regular basis – most likely quarterly.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The tool will be available for viewing once each issue of the official newspaper is distributed and if published in online format it can be viewed at any time.

When can data be purged from the tool (just in case)? In its online format the newsletter can be removed from online mediums. This is not the case in its written form.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? The users are residents of Timisoara.

From where do the users need to be able to use the solution? The tool is viewable in either form from the citizen's own home as is the contact information displayed within.



The PadovaFIT Expanded project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 847143.

D3.3: ENGAGEMENT TOOLS

From which devices do the users need to be able to interact with the tool? The users need to be able to interact with the tool from any personal device in its online format. They will receive the official journal of the municipality in its written format in their mailboxes.

Where can or should the tool be hosted? The tool should be hosted on the “The Official Journal of the Municipality of Timișoara (Monitorul Oficial al Primăriei Municipiului Timișoara)” in both its written and online formats.

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? The data will be stored in the local authority's archive and server, respectively.

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? The tool is needed to help disseminate information about the project and OSS to a segment of the population that is unlikely to otherwise be exposed to said information.



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#4 Flyer/leaflet distribution/ #5 Putting up a poster

Printed media is another crucial method that must be explored to reach as wide an audience as possible. To help raise awareness regarding the OSS and building rehabilitation in general, informational material will be designed, displayed and/or distributed during various events on the public event calendar. We are taking into consideration a door-to-door distribution by an expert and highly professional, cost-effective, targeted, and local leaflet distribution service to advertise our project to selected residential households. It can be done along with the distribution of the 125,000 copies of the Official Journal of Municipality of Timișoara.

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? The instrument will be designed in accordance with the specific branding requirements of the project. The materials will be adapted for the Romanian audience in accordance with the official communication and dissemination strategy. The design is going to be adapted with the help of graphics experts from the company who will be responsible for printing the material.

Who is going to implement the tool? The printing of the material will be done by a specialized company and the dissemination will be done by members of the project implementation team in conjunction with the department responsible for the Official Journal of the Municipality of Timisoara.

Who is the target group of this tool? These instruments cover a wide variety of target groups due to the varied means of dissemination whether at events or by mail.

Who is paying for the tool? The design and printing of the material will be done in conjunction with a specialized company and the costs will be covered from the project's budget as will the distribution (when not included with the official journal). (subcontracting & distribution costs and municipal personnel costs).

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The goal of the instrument is to raise awareness regarding the existence of the OSS and rehabilitation programs in general.

What do the citizens need to be able to do in/with the tool? The citizen needs to obtain information regarding the project, the benefits of building rehabilitation and finally the services provided via the OSS.

What data elements does the tool need to capture, store, generate, output, etc.? The tool will contain information regarding the project and the OSS along with images in accordance with the visual identity of established by the communication strategy.

What processes does the tool need to support and/or facilitate? As a promotional tool the main goal is to generate interest in the rehabilitation programs and the OSS and provide appropriate contact information.

What other systems does the tool need to interact with? Due to the nature of the tool in printed format it will have little direct interaction with other systems outside of providing contact information for the OSS or other online instruments where appropriate.



D3.3: ENGAGEMENT TOOLS

What data elements does the tool need to exchange with other systems? There will be shared information across platforms however due to the format of the tool it will not exchange data directly with other systems.

What is the volumetrics for the tool (e.g., # of users, etc.)? This is dependent on the form of distribution chosen. If it is included with certain issues of the official journal of the municipality it will be in sets of 125,000 but most likely the tool will be distributed during public events. Now it is impossible to specify exactly how many we foresee due to the COVID-19 pandemic.

What problems does the tool solve or mitigate? Unlike other instruments, due to the specifics of their design, flyers and posters tend to pop out of the background. Their purpose is to generate interest in the project and the OSS as a service through carefully chosen imagery and content. These instruments allow for a quick form of information dissemination which allows citizens to then look up the information referenced in the flyers/poster on their own time rather than must sit and listen to a presentation of the service right there and then.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? The tools are planned for implementation for the second half of 2021.

When do citizens need to be able to perform specific activities? There are no specific activities relating to this tool as it serves as an information dissemination tool.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? Updates are only necessary if/when changes are made to either relevant information contained within the flyer/poster or the visual identity of the project.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? Since it will be distributed either directly or via mail its use depends on the timing of the campaign. The information contained within should be relevant throughout.

When can data be purged from the tool (just in case)? Due to the instrument being in printed format the data on it cannot be purged.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? The distribution campaigns will be focusing on Timisoara.

From where do the users need to be able to use the solution? They will be receiving the instrument either via mail or directly during distribution campaigns or events. They can use the information contained within at their discretion thereafter.

From which devices do the users need to be able to interact with the tool? The instruments are in physical form.

Where can or should the tool be hosted? The designs for the instruments will be held on the servers of the Municipality of Timisoara.



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D3.3: ENGAGEMENT TOOLS

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored?
All design elements and information contained within will be stored on the hardware owned by the Municipality of Timisoara.

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? The tools are needed because they allow for a more targeted marketing campaign for the project and subsequently the OSS. Unlike the newsletters the flyers can be distributed by themselves in public squares during various events and can reach segments of the population which would otherwise be missed by the communication and engagement campaign.



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#6 Advertisement on local and regional media

We intend to include information on the project in the official press releases of the Municipality of Timisoara pre and post implementation of the OSS to inform citizens of the existence of the service on the one hand and update them on the works realized with OSS mediation. The influence of the mass-media on the people is already well known and was proven in past municipal practices. Local newspapers and their websites are key to local communities. At the same time, local media sits at the heart of local communities, championing local causes and values, and holding local government and businesses to account. Advertising in national newspapers can be expensive, so we propose an orientation towards the local media with a well-structured, more focused advertising approach. The major interest of the Municipality is to increase the number of citizens that become aware of the project activities as well as the creation and the activity of the OSS, to ensure better access for all potential beneficiaries to the services provided by this entity. Each public activity will start with a short press briefing/conference, and local and regional mass media will be invited. Also, we are looking into having paid advertisements in local media, due to several reasons: local press is one of the most popular print mediums, advertising in newspapers has good reach and offers a valuable advertising opportunity and the fact that newspaper readers are often among the first to access a new service.

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? The internal team of the institution is going to prepare the informational material to be displayed in advertisements alongside a specialized media company based on the visual identity standards established by the project. This will include press briefings as well as paid advertisements.

Who is going to implement the tool? The chosen press outlets will implement the instrument as it will be included in their publications or online platforms.

Who is the target group of this tool? This tool has a broad range as it covers all sorts of mediums from written press to online media. Therefore, anyone exposed to various forms of local media can fall into the target group.

Who is paying for the tool? The press briefings will be prepared by members of the project implementation team alongside other municipal employees who are responsible for communication and media for the municipality. Advertisements will be done in conjunction with a media company which will be paid for from the project budget along with the costs of advertisement space acquired in various media.

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? Depending on the type of material being published it will either be to advertise the project/OSS with the purpose of promoting them or press briefings with the purpose of informing readers about recent development and news.

What do the citizens need to be able to do in/with the tool? The citizen needs to obtain information through these instruments and in the case of online media they may be able to access the official pages of the project/OSS through advertisements carrying links.



D3.3: ENGAGEMENT TOOLS

What data elements does the tool need to capture, store, generate, output, etc.? Depending on the type of material being published some will be more comprehensive (like press briefings) while others will only serve a promotional purpose containing only visual identity imagery, promotional imagery and text and contact information.

What processes does the tool need to support and/or facilitate? The instrument needs to help convey information to the citizens, keep them up to date and offer another avenue towards contacting members of the project implementation team and/or OSS.

What other systems does the tool need to interact with? In the case of online media, the advertisements should be linked with the official pages of the project and/or OSS so that users can readily find official channels of communication and access additional information.

What data elements does the tool need to exchange with other systems? The most relevant aspect is that media publications provide contact information for citizens and links to the official pages of the project/OSS.

What is the volumetrics for the tool (e.g., # of users, etc.)? This depends on the number of issues printed for a written publication and the number of hits received in online media. We intend to keep small advertisements up for as long as the budget allows.

What problems does the tool solve or mitigate? The tool addresses the issue of lack of representation for the project outside official channels in the online environment. By using advertisements on other sites, we can ensure a larger exposure for the project/OSS.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? We plan to launch the tool during the second half of 2021 and keep it up all the way through the end of the project.

When do citizens need to be able to perform specific activities? The citizens need to be able to access links to the official pages of the project as soon as advertisements are up.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? Advertisements will be updated whenever information changes or to ensure a fresh and noticeable design.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The tool needs to be available for use at any time after its publication.

When can data be purged from the tool (just in case)? Advertisements can be removed in the online media but in the printed media due to the format this is not possible.



D3.3: ENGAGEMENT TOOLS

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? Online media can be accessed from anywhere, but the likelihood is that it's users will be located mostly in Timisoara and the surrounding areas. advertisements in printed format will likely focus on local publications.

From where do the users need to be able to use the solution? Users do not need to be in a specific location to access the information on the media.

From which devices do the users need to be able to interact with the tool? In the case of online media, the users need to be able to interact with the tool from any personal device telephone laptop tablet etc.

Where can or should the tool be hosted? All the information and designs for advertisements will be held on hardware belonging to the municipality but the instruments themselves will be on the platforms provided by the advertisers.

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? Persistent data will be stored on the municipality's hardware while temporary data can be stored either there or on the servers of the advertisers.

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? The instrument is necessary because it helps expose audiences that would otherwise not visit the official channels of the project, or one stop shop to information about our programmes and the project.



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#7 Creating information points

In order to facilitate face to face engagement we will create an information point within the Direct Citizen Engagement Department of the Municipality of Timisoara as well as temporary information points during public events in order to distribute printed informational materials. The role of the visitor center has been rapidly evolving over the past 10 years as well, becoming more of an experience and may be used as a tool to further disseminate information.

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? This instrument will use the same materials created for previous instruments or other materials created through our project's communication and dissemination strategy.

Who is going to implement the tool? Members of the project implementation team will implement the tool.

Who is the target group of this tool? Citizens of Timisoara represent the target group of this instrument as information points can be organising any neighbourhood or public square within the city whether they are stand-alone or in the context of a public event.

Who is paying for the tool? Since this activity will be performed by members of the project implementation team the costs will be covered by the project's budget under personnel costs.

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? Information points benefit from the fact that they create a context in which to distribute printed materials and facilitates face to face counselling and communication which tends to provide a more lasting interest than just distributing printed materials alone.

What do the citizens need to be able to do in/with the tool? Citizens need to be able to interact with members of the project implementation team or the one stop shop and obtain information about rehabilitation programmes, new technologies, financing solutions etc. They need to learn what the OSS does and how it can help them.

What data elements does the tool need to capture, store, generate, output, etc.? The instrument needs to be able to provide informational material in printed form (as per the designs discussed above) as well as short informational discussions regarding the project and/or OSS, respectively.

What processes does the tool need to support and/or facilitate? The tool needs to provide information regarding the project and OSS by way of face-to-face communication and function as a platform for the distribution of printed material.

What other systems does the tool need to interact with? The tool will rely heavily on the materials created in their various forms to help support the delivery of information to the citizens.



D3.3: ENGAGEMENT TOOLS

What data elements does the tool need to exchange with other systems? The tool will feature materials mentioned above in its implementation.

What is the volumetrics for the tool (e.g., # of users, etc.)? Due to the current circumstances, it is not possible to predict how many events will be held and therefore the number of information points created for these events is unknown.

What problems does the tool solve or mitigate? The information point set up within city hall can represent the actual starting point for the OSS and can be built upon. In terms of the temporary information points set up for various events they will address the lack of information available to the public.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? The tool will likely be set up during the second half of 2021.

When do citizens need to be able to perform specific activities? During various events that will feature temporary information points and at the premises of the city hall of Timisoara at any time after the information point is set up.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? Whenever the information and/or materials need to be updated.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The instrument will function during normal business hours for the most part. This may vary for the temporary information points set up during events.

When can data be purged from the tool (just in case)? The data provided through the information point can be adjusted when necessary and the information point itself can be closed if necessary.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? Given that this instrument requires face to face interaction the users will need to visit city hall or attend the events during which information points will be set up.

From where do the users need to be able to use the solution? The users will need to be present in person to interact with the representatives manning the information point.

From which devices do the users need to be able to interact with the tool? The instrument requires face to face interaction.

Where can or should the tool be hosted? The permanent information point should be hosted at the premises if The Municipality of Timisoara within the Direct Citizen Engagement Department. The temporary information points will be hosted on location depending on the event.



D3.3: ENGAGEMENT TOOLS

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored?
Any extra data collected due to the direct interaction with citizens will be stored on the hardware belonging to the municipality.

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? The tool serves as a placeholder for the creation of the OSS and as an instrument to disseminate information during various events on the calendar of the municipality.



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#9 Dedicated information evenings or events

Public events such as Energy Days, Public Service Day, Earth Hour, etc., organized by the Municipality of Timisoara, can also provide good opportunities to improve the visibility of the project and increase the level of citizen engagement by installing dedicated stands where printed materials can be distributed, and citizens can receive basic information. One way to increase environmental awareness and encourage more people to adopt a green lifestyle and take climate action is to promote the different environmental events scheduled throughout the year. This way, people can get organized, mark events in their annual calendars and make plans to participate. The whole project, within a social and environmental movement addressing environmental issues through education and activism, can be promoted by flyer/leaflet distribution, and putting up posters on each occasion. Other relevant channels of dissemination are energy forums dedicated to condominiums organized in partnership with The Federation of Lodgers Associations as well as Neighborhood Council meetings which are frequently attended by numerous apartment owners and building administrators.

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? The instrument will use various materials designed in the context of the other proposed engagement tools and will be held in conjunction with the department responsible for event organization from within the Municipality of Timisoara.

Who is going to implement the tool? Members of the project implementation team along with colleagues from the department responsible for event organization from within the Municipality of Timisoara.

Who is the target group of this tool? The public is target group of this tool as we expect that citizens from various categories will attend different events based on the profile of each event.

Who is paying for the tool? The instrument will use materials already prepared through the project and will be featured in events already on the calendar of the municipality. Any extra cost incurred will be covered from the project budget.

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The goal is to use the events already on the calendar of the municipality as a platform to disseminate information relating to the project and the functionality of the OSS.

What do the citizens need to be able to do in/with the tool? The citizen needs to be able to obtain printed material and a brief overview of the project and how it aims to set up the OSS.

What data elements does the tool need to capture, store, generate, output, etc.? The proposed format means that we will be using materials already designed and printed and offering counselling through info points as previously mentioned. Additionally, where appropriate, a brief presentation of the project can be included in the event, formally or informally.

What processes does the tool need to support and/or facilitate? The tool needs to facilitate direct citizen engagement.



D3.3: ENGAGEMENT TOOLS

What other systems does the tool need to interact with? The instrument will rely on other tools because of the chosen format (info points, printed material, etc.).

What data elements does the tool need to exchange with other systems? There is no active data exchange. The tool will make use of the same materials and proposed formats as mentioned above.

What is the volumetrics for the tool (e.g., # of users, etc.)? The volumetrics depends on the event calendar of the Municipality which atm is uncertain due to the COVID-19 pandemic.

What problems does the tool solve or mitigate? The instrument provides a platform for information dissemination.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? Unfortunately, the COVID-19 pandemic has greatly affected the event calendar of the municipality and it is unclear yet when and how public events will be held.

When do citizens need to be able to perform specific activities? The citizens need to be able to get project specific information when they attend public events.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? Materials and information regarding the project and OSS included during events will be updated as appropriate.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? On the specific dates when events are held.

When can data be purged from the tool (just in case)? Information will only be featured during the events and depends on other tools.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? Anyone attending the various events on Timisoara's public event calendar can be considered a potential user.

From where do the users need to be able to use the solution? They need to be present at the event in question.

From which devices do the users need to be able to interact with the tool? The nature of the instrument requires face to face interaction.

Where can or should the tool be hosted? Events are hosted in various locations around the city. There is no need for any digital storing space as the event are already on the agenda of the Municipality.

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? The only additional data that may require storing is data resulting from the direct engagement with citizens which will be stored on the hardware of the municipality.



D3.3: ENGAGEMENT TOOLS

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? It provides a platform for other tools.



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#10 Promotional materials

These materials are a form of advertising generally appreciated by participants. The promotion and support of the OSS concept in its first phases of development but also during its establishment at the municipal level will also be achieved through promotional events. During these events we intend to select relevant promotional materials for the project to be sent to citizens and homeowners, considering the key messages of the project. They are intended to be attractive, useful and in line with the concept of energy efficiency that the project team will promote.

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? The instrument will be designed in accordance with the specific branding requirements of the project. The materials will be adapted for the Romanian audience in accordance with the official communication and dissemination strategy. The design is going to be adapted with the help of graphics experts from the company who will be responsible for printing the material.

Who is going to implement the tool? The printing of the material will be done by a specialized company and the dissemination will be done by members of the project implementation team in conjunction with the department responsible for organizing public events for the Municipality of Timisoara.

Who is the target group of this tool? These instruments cover a wide variety of target groups due to the varied nature of events. It can include both citizens of Timisoara as well as visitors.

Who is paying for the tool? The design and printing of the material will be done in conjunction with a specialized company and the costs will be covered from the project's budget as will the distribution (when not done in conjunction with official events). (subcontracting & distribution costs and municipal personnel costs).

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The goal is to establish a relationship with the potential "customer" while introducing the new services and facilities (provided via the project/OSS) as well as to generate interest in the upcoming services.

What do the citizens need to be able to do in/with the tool? That depends on the nature of the promotional products themselves (e.g., Caps, t-shirts, USB drives, umbrellas, etc.)

What data elements does the tool need to capture, store, generate, output, etc.? The instrument only needs to carry the brand identifiers of the project. Depending on the type of product they can have the project web page printed or carry a brief presentation of the project (in the case of USB drives).

What processes does the tool need to support and/or facilitate? The instrument is meant to generate interest in the project/OSS and the services provided.

What other systems does the tool need to interact with? The tool will likely interact with other types of printed materials distributed through the info points at various events.



D3.3: ENGAGEMENT TOOLS

What data elements does the tool need to exchange with other systems? Promotional material does not directly exchange data elements with other systems.

What is the volumetrics for the tool (e.g., # of users, etc.)? Depends on the specifics of the contract that will be signed for the acquisition and branding of the materials as well as the means of distribution (events are currently on hold due to the COVID-19 pandemic).

What problems does the tool solve or mitigate? The tool serves to generate interest and establish a more personal relationship with the target user ahead of the OSS being created.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? The tool should be ready during the second half of 2021 depending on the specifics related to the restrictions imposed due to the pandemic.

When do citizens need to be able to perform specific activities? Citizens do not need to perform specific activities relating to this tool.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? Periodic activities only need to be performed if there are updates to the brand identity of the project.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The materials can be used at the discretion of the receiver.

When can data be purged from the tool (just in case)? The data cannot be purged from the physical object except by destroying the object. An exception to this is the USB drives from which information can be removed or replaced.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? The users are located mainly in Timisoara City and the surrounding areas as well as visitors that attend various public events.

From where do the users need to be able to use the solution? The instrument is in physical form.

From which devices do the users need to be able to interact with the tool? In the case of USB drives they should be able to use them with any device that support them.

Where can or should the tool be hosted? The designs will be hosted on the hardware of the municipality.

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? All design elements and information contained within will be stored on the hardware owned by the Municipality of Timisoara.



D3.3: ENGAGEMENT TOOLS

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? The tool is needed in order to establish a more personal connection to the potential end user and generate interest in the upcoming services.



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#11 Using testimonials

The Municipality will attempt to organize a crowdfunding campaign for the rehabilitation of a condominium building through the OSS to raise awareness for the initiative as well as showcase the services provided. After works are finalized the homeowners who benefitted from the initiative can offer testimonials to be used as engagement tools as well as raise the profile of the OSS. Testimonial videos provided by experienced project partners, as well as written testimonials presented in PowerPoint, can be run during events to highlight the benefits of refurbishment and rehabilitation.

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? The project implementation team along with colleagues from the Building Rehabilitation Department. We expect to work in close collaboration with the Federation of Lodgers Associations to obtain testimonials from those that have already undergone rehabilitation processes irrespective of the financing mechanisms.

Who is going to implement the tool? The internal team of the institution is going to implement the tool.

Who is the target group of this tool? The instrument addresses quite a large segment of the population as testimonials can be run during events.

Who is paying for the tool? The internal team of the institution is going to implement the tool and other costs related to running the presentation on screens will be supported from the project budget if necessary. Running testimonials on the online media channels of the OSS is not expected to incur additional costs.

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The goal is to create a marketing tool that is attractive and can better showcase the “before” and “after” of a given building both in terms of aesthetics as well as savings (through charts and graphs). Additionally, firsthand testimony from beneficiaries can be an extremely convincing tool.

What do the citizens need to be able to do in/with the tool? Get an overview of the benefits of building refurbishment and learn about the availability of the OSS as a newly created entity.

What data elements does the tool need to capture, store, generate, output, etc.? Testimonials are meant to contain firsthand testimony from the people that have benefitted from the rehabilitation done to their condominium building.

What processes does the tool need to support and/or facilitate? The instrument is meant to act as an advertisement for the services provided through the OSS.

What other systems does the tool need to interact with? The instrument will draw upon the same brand identity standards as the rest of the materials but will act as a stand-alone advertisement.



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What data elements does the tool need to exchange with other systems? The instrument will contain contact details for the OSS and its various online communication alternatives.

What is the volumetrics for the tool (e.g., # of users, etc.)? The number of users depends on how many visitors can be attracted to the project webpage and other social media platforms where the project/OSS has a presence.

What problems does the tool solve or mitigate? The tool is meant to help citizens overcome their skepticism regarding the functionality of the OSS as well as the benefits of rehabilitation in general.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? The tool should be ready around the time that the OSS is launched.

When do citizens need to be able to perform specific activities? There are no specific activities related to this instrument due to its nature. It is meant as an advertisement for the services provided. Citizens should be able to view it/them at any time provided they have access to the internet.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? Testimonials will be updated and/or added when available.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The instrument will be viewable at any time on the online platforms of the municipality or during specific events where testimonials will be screened.

When can data be purged from the tool (just in case)? The presentations and videos containing testimonials can be removed when necessary.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? Anyone with access to the internet will be able to access the testimonials. In the case of those screened at events the target group will be citizens of Timisoara.

From where do the users need to be able to use the solution? The users need to be able to view testimonials remotely as well as when attending events.

From which devices do the users need to be able to interact with the tool? The users need to be able to interact with the tool from their personal devices (PC, tablets, smartphones).

Where can or should the tool be hosted? Testimonials will be uploaded to the webpage created for the project/OSS and the online media associated with it. They can also be displayed on screens during public events.

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? All data will be stored on hardware belonging to the municipality.



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Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? The instrument is needed to help citizens overcome their skepticism towards working with the public authority as well as towards the measures proposed and the financing mechanisms available.



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#13 Training community/condominium facilitators

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? The project implementation team along with colleagues from the department responsible with building rehabilitation, with support from the project leader.

Who is going to implement the tool? The project implementation team along with colleagues from the department responsible with building rehabilitation.

Who is the target group of this tool? The target group will be comprised of building designers and architects as well as representatives of the condominium owners' associations.

Who is paying for the tool? The costs will be mainly related to municipal personnel costs and will be covered by the project budget.

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The goal is to train facilitators that can interact with the end user and present the benefits of building rehabilitation and those that the OSS provides. They can also help mediate the interaction between end user and the public authority or OSS representative.

What do the citizens need to be able to do in/with the tool? The citizen needs to be able to interact with the community facilitators.

What data elements does the tool need to capture, store, generate, output, etc.? The facilitators need to be trained to increase the level of dissemination regarding financial and technical solutions available for building rehabilitation as well as help the end user in their interaction with the public authority.

What processes does the tool need to support and/or facilitate? The instrument is meant to ease the burden of the end user in relation to the rehabilitation process.

What other systems does the tool need to interact with? The community facilitators will interact with the public authority / OSS representatives directly.

What data elements does the tool need to exchange with other systems? All necessary information regarding the services provided by the OSS as well as printed materials will be put at the disposal of the condominium facilitators.

What is the volumetrics for the tool (e.g., # of users, etc.)? The number of end users that will interact with condominium facilitator is currently unknown.

What problems does the tool solve or mitigate? The tool is meant to ease the way for the end user to access the information as well as the services provided by the OSS.



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When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? The training programs should be finalized ahead of the launch of the OSS.

When do citizens need to be able to perform specific activities? The citizens need to be able to interact directly with the facilitators.

When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? The facilitators should receive updated information whenever there are legislative changes as well as changes to the technical and financial solutions available on the market.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The tool needs to be available year-round.

When can data be purged from the tool (just in case)? The facilitators can be informed when the information is out of date or financial solutions are no longer available.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? The users are located mainly in Timisoara City and surroundings.

From where do the users need to be able to use the solution? The users need to be able to contact the facilitators at their leisure via telephone, e-mail, or other means of communication.

From which devices do the users need to be able to interact with the tool? The users need to be able to interact with condominium facilitators at their leisure.

Where can or should the tool be hosted? The facilitators will be given training with the help of the municipality and specialists in the field but will function independently.

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? Informational material will be put at the disposal of the facilitators in physical and digital formats.

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? The tool is needed to help citizens identify the best solution to their needs and function as an intermediary between the owner's association and the public authority.



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Tools for the engagement of citizens: the Energy Agency of Plovdiv

#1 Creation of a dedicated website / #2 Engaging citizens through the social media channels

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? The municipalities of Vidin and Smolyan at the end of the PadovaFIT Expanded project will receive a methodology for the implementation of their OSSs. Currently both municipalities are using their municipal websites and their social channel accounts, to provide information and engage citizens, to publish news about planned events such as stakeholders' meetings, trainings, etc.

Who is going to implement the tool? The municipalities of Vidin and Smolyan have a municipal website and social media channels and will publish information about the project PadovaFIT Expanded, news, information about planned events such as stakeholders' meetings, trainings sessions, etc. The main objective of these tools is to provide information to the different stakeholders - homeowners, constructions companies, architects but also collect some data from them giving back useful feedbacks on the need of refurbishment of their house. The Energy Agency of Plovdiv will prepare the information and person in charge for publication on the municipal website or on the municipal Facebook webpage will upload information and pictures.

Who is the target group of this tool? The target group of these tools will be citizens, stakeholders, professionals (such as architects) and companies working on the building renovation sector and on building facility management.

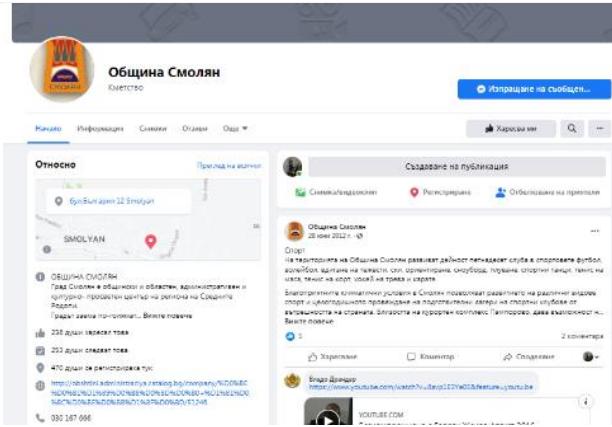
The website of municipality Smolyan

The website of municipality Vidin

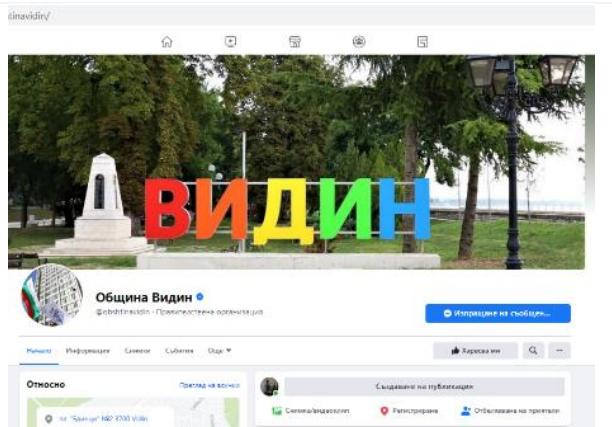


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The Facebook page of municipality Smolyan



The Facebook page of municipality Vidin

Who is paying for the tool? The Energy Agency of Plovdiv is member of the project consortium, but the municipalities of Vidin and Smolyan are not. The EAP will pay for preparation of the information. The publication on the municipal websites and the Facebook webpages is a responsibility of the municipalities of Vidin and Smolyan.

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? On the municipal website and social media channels will be published information about the project PadovaFIT Expanded, news, information about planned events such as stakeholders' meetings, trainings sessions, etc. The main objective of these tools is to provide information to the different stakeholders - homeowners, constructions companies, architects but also collect some data from them giving back useful feedbacks on the need of refurbishment of their house. The Energy Agency of Plovdiv will prepare the information and person in charge for publication on the municipal website or on the municipal Facebook webpage will upload information and pictures.

What do the citizens need to be able to do in/with the tool? What data elements does the tool need to capture, store, generate, output, etc.? What processes does the tool need to support and/or facilitate? Citizens and stakeholders will be informed about future activities, events and trainings organized by the municipalities. The tool will also allow the users to provide feedbacks, for instance about the concrete needs of the stakeholders, etc. Users can comment the shared information and interact between themselves. Through the website, the stakeholders will be asked to participate to the OSS activities. The EAP will prepare the information for publication and could provide pictures. The tool could be used for identifying the potential OSS partners, e.g., homeowners that would like to renovate their homes.

What other systems does the tool need to interact with? What data elements does the tool need to exchange with other systems? The information on the website will be published also on the Facebook page. The digital version of materials (flyer, poster) and the information about events and trainings will be published on the municipal website and municipal Facebook page. The project visual identity will be made available to public through the website and social media channels.



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What is the volumetrics for the tool (e.g., # of users, etc.)? The number of visitors.

What problems does the tool solve or mitigate? These tools will support citizen's engagement, supplying information, raising awareness, motivation for participation of the stakeholders.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? When do citizens need to be able to perform specific activities? When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The municipal websites and the social media channels of Vidin and Smolyan already exist. Starting from August 2021 (concerning the website) and from September 2021 (concerning the Facebook page) the information will be regularly published (monthly) and will be in the timeline with planned activities. When an event will be organized by the OSS, the citizens will be asked to register for participation through the website or the social media channels, but also to disseminate the information and to provide comments. The municipal websites and Facebook will be available 24/7.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? From where do the users need to be able to use the solution? The users come from the municipalities of Vidin and Smolyan as well as other municipalities in Bulgaria. The municipal websites are available via Internet and could be reached from everywhere.

From which devices do the users need to be able to interact with the tool? PC / laptop; Mobile phone; Tablet

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? The municipality of Vidin and Smolyan will receive a methodology for launching their OSS after the end of the project. As soon as the OSSs will effectively start, the municipalities will follow the methodology and specific requirements of the financial institution about stored data.

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? The stakeholders could be well informed about the project and future activities and is a good way to share the information under the Covid 19 pandemic conditions.

Which statutory or organizational rules is this tool intended or need to satisfy? The instruments will raise awareness of the citizens and different stakeholders about the municipal activities for energy renovation and preparatory actions for creation of the OSS.



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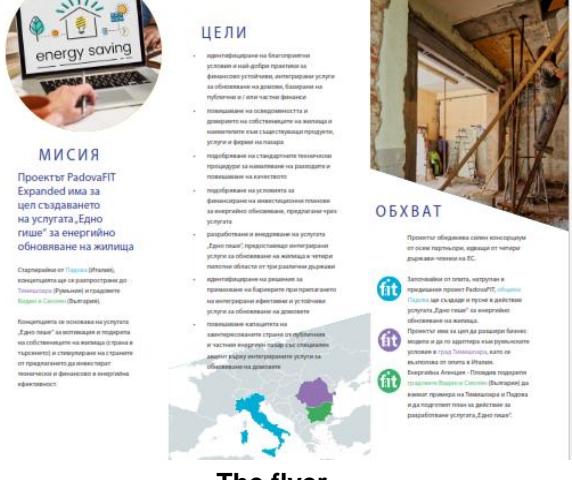
#4 Flyer/leaflet distribution / #5 Putting up a poster

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? Climate Alliance prepared the graphic of the flyer, the poster, and the roll-up. EAP adapted the material, translated it into Bulgarian language, and discussed it with the municipalities of Smolyan and Vidin the flyer. EAP also prepared the second poster for municipality of Vidin.



The flyer



The flyer



The roll-up (version 1)



The roll-up (version 2)



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Who is going to implement the tool? EAP adapted the graphic design of the communication material, translated it into Bulgarian, and is going to print it. The material will be then provided to the municipalities of Smolyan and Vidin for local distribution. Some of the flyers will be distributed by community facilitators.

Who is the target group of this tool? The target group of this tools are different stakeholders - citizens, companies working in the field of building renovation and in building facility management, but also professionals (such as architects, etc.) and the participants of the events organized within the project and the training sessions.

Who is paying for the tool? The Energy Agency of Plovdiv is member of the project, but the municipalities of Vidin and Smolyan are not. The EAP will pay the printing costs and is covering the adaptation, the translation, and the definition of the second poster/roll-up with its personnel costs.

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The goals and objectives of the tool are to provide information to the different stakeholders- homeowners, constructions companies, architects and to activate them for participation in the OSS or to undertake an action for home renovation. The visual identity material gives also basic information on the project and the main contacts from EAP and the Municipalities to collect more data and step-up with the refurbishment process.

What do the citizens need to be able to do in/with the tool? What processes does the tool need to support and/or facilitate? What data elements does the tool need to capture, store, generate, output, etc.? This tool will help the citizens in understanding what the OSS is offering and for bringing together different stakeholders. The roll-up and poster introduce the project and the main goals. They will inform citizens and stakeholders about the project, about the services offered by the One-Stop-Shops and will raise awareness among citizens. The roll-up will be placed in the meeting room during the events organized for promotional activities. The posters will indicate the location of the event.

What other systems does the tool need to interact with? What data elements does the tool need to exchange with other systems? The digital version of flyer, posters and roll-up will be published on the municipal website and Facebook page. The flyer will be distributed together with the promotional products during the public events and trainings, during the open days, organized by the municipalities and during participation in other events- workshops, conferences, trainings organized by third parties.

What is the volumetrics for the tool (e.g., # of users, etc.)? Number of printed and distributed flyers and posters and citizens reached with theses communication tools.

What problems does the tool solve or mitigate? The tool will support citizen's engagement, supplying information, raising awareness, motivation for participation of the stakeholders.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? When do citizens need to be able to perform specific activities? When do periodic activities need to be performed (e.g., daily, weekly, monthly, quarterly, yearly, etc.)? When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The tools will



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be ready for dissemination by July 2021. The flyers will be distributed during the events organized by the Municipalities of Vidin and Smolyan; the digital version will be available 24/7 on the municipal websites and Facebook pages. The posters will be affixed in different places around the cities. The roll-up will be used in the meeting room during the public events, on the background during the on-line meetings and trainings; the digital version will be available 24/7 on the municipal websites and Facebook pages. After seeing the information materials, the citizens will be aware of what services the municipality offers and can visit the web / Facebook page of the municipality for additional information.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? From where do the users need to be able to use the solution? The users are in the municipalities of Vidin and Smolyan. These tools need a strong connection with the territories where they are promoted. They will guarantee a bottom-up involvement of homeowners from neighborhoods; the public events will have a local audience, and, in this regard, they will be replicated several times to cover the entire population.

From which devices do the users need to be able to interact with the tool? Where can or should the tool be hosted? Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? These tools, not being provided in digital form, are not usable through mobile devices. Similarly, the tools are not "hosted" by specific platforms or servers. Unlike digital content, all information conveyed through posters and flyers, does not include registration, backup of content; the message stops when it is no longer visible to the public.

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? This tool will help the citizens in understanding what the OSS is offering and for bringing together different stakeholders. All material that will be printed and distributed will be compliant with the visual identity of the PadovaFIT Expanded project and rules of Horizon 2020.



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#9 Dedicated information's evenings or events / #10 Distribution of promotional products

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? Who is the target group of this tool? EAP will prepare the information and presentation for the dedicated information's evenings or events. Together with the Municipalities of Vidin and Smolyan, EAP will select the promotional gadgets to be distributed during these events. The target group of these tools are those participating to the organized events: different stakeholders - citizens, companies working in building renovation and in building facility management, professionals, etc.

Who is going to implement the tool? The experts from EAP and the municipalities of Vidin and Smolyan will implement the tools. EAP will buy the promotional products, will brand them, and will provide them to the municipalities for a local distribution.

Who is paying for the tool? The Energy Agency of Plovdiv is member of the project consortium, but the municipalities of Vidin and Smolyan are not. The EAP will pay for the organization of the events and for the purchase of the promotional material.

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The organization of information evenings and public events at local level will help citizens in understanding what the OSS is offering to them, bringing together different stakeholders, raising awareness, and giving a first input to the refurbishment process. The distribution of promotional products to stakeholders will raise their awareness on benefits of the dwelling renovation, how to undertake action for renovation and what kind of support they could receive from the local actors. In fact, the promotional material will be distributed during the public events and will be accompanied with other communication tools, such as the flyers.

What do the citizens need to be able to do in/with the tool? The stakeholders will participate in regional / local meetings, capacity buildings / peer-to-peer, knowledge transfer and engagements events. These events enable direct contact between citizens and stakeholders and will support building trust between homeowners and local actors. Because of the Covid 19 restriction measures this tool has been postponed to a post-pandemic phase. The information events could be organized on-line by EAP and supported by the municipalities of Vidin and Smolyan. When real meetings will be allowed then events could be organized, and the promotional products will be distributed.

What data elements does the tool need to capture, store, generate, output, etc.? Few information will be collected during the public events: the list of participants, the minutes, feedbacks about the stakeholders' needs, possibilities for cooperation and collaboration between parties. The information about the stakeholders' needs to be collected. The participants will give a feedback on a voluntary base.

What processes does the tool need to support and/or facilitate? The following processes will be supported and enhanced: readiness of the stakeholders to participate in the OSS activities, training of experts to support the implementation of the OSS goals.



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What other systems does the tool need to interact with? What data elements does the tool need to exchange with other systems? The information about the events will be published on the municipal websites and Facebook pages, the flyers will be distributed during the events; posters will be affixed in the events room; promotional materials will be given to the participants. The information about the planned events will be disseminated during the trainings.

What is the volumetrics for the tool (e.g., # of users, etc.)? The number of the events and the number of participants by category (technical stakeholders, financial stakeholders, citizens, professionals, etc.). The number of promotional gadgets that will be distributed during these public events.

What problems does the tool solve or mitigate? The tools will citizen's engagement, supplying information, raising awareness, motivation for participation of the stakeholders.

When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? When do citizens need to be able to perform specific activities? When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The organization of information evenings and public events will start on March 2021. The distribution of promotional gadgets will be managed from July 2021. The information about the organized events will be published on the municipal websites and Facebook pages, which are available 24/7. The participants will need to register for the events (few contact data will be collected from them). During the events, participants will receive promotional products.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? The participants to the public events and information evening will come from the municipalities of Vidin and Smolyan but also from other municipalities in Bulgaria.

From where do the users need to be able to use the solution? Where can or should the tool be hosted? The promotional materials will be distributed during the organized events, providing for a direct interaction between the citizen and the municipalities.

Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? The only data that will be collected are those related to the contact information of citizens who will participate in the information evenings or request information at the stands organized in the neighborhood markets. This data will be managed by the Municipality of Smolyan and Municipality of Vidin in compliance with the GDPR and unless requested by the users themselves.

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? Which statutory or organizational rules is this tool intended or need to satisfy? The direct communication supports clear understanding of the services provided by the OSS and better collaboration between the different actors. The promotional materials will rise interest and awareness on the project activities and main scopes.



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#13 Training community/condominium facilitators

Who deals with identifying the various actors and players in the solution?

Who is going to design the instrument/tool? Who is going to implement the tool? Who is the target group of this tool? The training course will be designed by the Municipality of Padova in collaboration with project partners - SINLOC and SOGESCA. EAP will translate into Bulgarian the training program and will adapt the tool to local conditions. EAP, with the support of the municipalities of Vidin and Smolyan, will organize trainings. The beneficiaries of this training will be the experts from municipalities of Vidin and Smolyan and the facility managers. They will then act as neighborhood / condominium facilitators. Downstream of the use and completion of the training course, participants will be issued a certificate of participation that attests to the acquisition of knowledge and skills necessary to play the role of neighborhood facilitator / condominium within the PadovaFIT Expanded project.

Who is paying for the tool? The Energy Agency of Plovdiv is member of the project consortium, but the municipalities of Vidin and Smolyan are not. The EAP will cover the costs for the organization of the training activities.

What deals with identifying the various functionalities, data, inputs, outputs, deliverables, artifacts, etc. of the intended solution?

What are the goals and objectives of the tool? The main goal of this tool is to create a new professional figure, that could provide clear messages to the homeowners (from those who live in a single- family house to those living in a condominium) and to convince them to undertake actions for home renovation. The training will be also focused on a methodology on how to communicate with the different stakeholders and how to convince them to participate in the OSS process.

What do the citizens need to be able to do in/with the tool? What processes does the tool need to support and/or facilitate? The citizens will be indirectly involved, benefiting from the training of facilitators, which will help them in the energy refurbishment journey. The facilitators should motivate the citizens to undertake actions for home renovation. The municipalities will have trained experts, who will play a key role in the implementation of the OSS with improved skills in the topics of building renovation and communication with the citizens.

What other systems does the tool need to interact with? The information about the trainings will be published on the municipal website and Facebook pages. During the trainings flyers and posters will be disseminated; the roll-up will be affixed in the meeting room or as a background during the on-line meetings. The participants will also receive promotional materials and other information on how to support homeowners in the energy refurbishment process.

What is the volumetrics for the tool (e.g., # of users, etc.)? Number of trained participants.

What problems does the tool solve or mitigate? The training course will raise the knowledge and will support better understanding of the OSS structure. This type of structure is new for Bulgaria. The trainees will improve their skills on how to motivate of the citizens to undertake actions for home renovation, how to work in a partnership with other stakeholders.



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When deals with various time-based events, activities, etc. of the intended solution?

When does the tool need to be ready for launching? When do citizens need to be able to perform specific activities? When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The call for selection of the participants of the training course will be published by the end of September 2021 and will remain open for three weeks. Beneficiaries will have to register for participation by answering of the several questions in the registration form. A selection will be performed, based on their answer's assessment. In the middle of October, the selected participants will be informed. The training will start on November 2021. The information about the trainings and conditions for participation will be uploaded on the municipal websites and Facebook pages and will be available 24/7.

When does the tool need to be available for use (normal business hours, 24/7/365, etc.)? The training course will be carried out entirely online, in synchronous mode (trainer and trainees), using the Zoom platform in use at the EAP.

Where deals with various geographic and/or logistical aspects of a solution?

Where are the users located? The participants of the training program will come from the municipalities of Smolyan and Vidin but potentially also from other Bulgarian municipalities.

From where do the users need to be able to use the solution? From which devices do the users need to be able to interact with the tool? The training the course will be on- line, using the Zoom platform of the EAP. Participants in the course will receive the complete program of training modules and links for participation in each module. The use of the course will be possible both through personal computers and other mobile devices (mobile phone, tablet).

Where can or should the tool be hosted? Where will persistent data be stored? Where will temporary data be stored? Where will backups be stored? All the training presentations will be sent to the trainees.

Why deals with the various drivers and/or constraints (internal and/or external) imposed upon a solution?

Why is the tool needed? To train the persons which will support OSS activities.



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