

# The STEP-IN Consortium

The STEP-IN consortium brings together a wide expertise in the area of energy poverty: research institutes, universities, municipalities, energy providers, charities, consumer associations and regulatory authorities. Together, these partners are dedicated to making a difference in the lives of vulnerable consumers.



The partners are committed to bring their knowledge and expertise to the project to really make a difference in the lives of those in need.

Rod McCall  
STEP-IN Coordinator, Luxembourg Institute of Science and Technology

## You are interested in STEP-IN and would like to support the project? Join us as a stakeholder in the Network of Interest.

Visit the project website for more information:  
[www.step-in-project.eu](http://www.step-in-project.eu)

Register for exchange of knowledge and best practice with other stakeholders from all around Europe:  
[www.eepurl.com/gawfPb](http://www.eepurl.com/gawfPb)



# STEP-IN

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Improving quality of life  
Improving energy efficiency  
Improving comfort levels



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# STEP-IN

Using Living Labs to Improve  
Energy Efficiency and Comfort Levels

**STEP-IN** is a coordination and support project funded by the European Union's Horizon 2020 programme.

The project will develop an innovative global methodology for the effective analysis and tackling of **inequalities around energy use**. It will help those in need to improve their quality of life, household energy efficiency and overall comfort levels.

STEP-IN consists of a network of Living Labs across Europe allowing for interactive communication amongst all actors: vulnerable consumers, scientists, and stakeholders. Through a strong **Network of Interest**, STEP-IN engages with local, national and EU organisations and experts to define policies for reducing energy vulnerability.



## Making differences in the lives of those in need



### Saving energy

Reduced energy demand, costs and improved energy literacy.



### Helping households

Home visits by expert energy advisors to actively support consumers.



### Informed decisions

Higher awareness of energy efficiency through Living Labs.



### STEP-IN actions

Active consumer communities engaged in discussion and information exchange.



### Renewable energy

Applicability and appropriate funding schemes for energy poor households.



### Policies and strategies

Sustainable impact on local, national and European level.

### CONSUMER FOCUS

- Improve energy literacy and awareness for vulnerable consumers
- Support behaviour change to improve comfort levels and reduce energy costs
- Enable informed decisions on energy efficiency and consumption
- Use of communication tools to assist decision making
- Minimise rebound effects
- Reduce environmental impacts
- Advise on available refurbishment and renewable energy programmes
- Evaluate the impact of the above actions on the lives of those in need

### METHODOLOGICAL FOCUS

- Provide a global methodology to be adopted and adapted by all actors and authorities working in the field of energy poverty
- Make Living Lab designs and methodologies freely available for others
- Iteratively evaluate results to refine and improve methodologies and develop new ones
- Prove concepts in the Living Labs
- Assess indicators and predictors for vulnerabilities to domestic energy deprivation
- Assess the impact of measures and methodologies

### POLICY FOCUS

- Create a network of partners and supporters to shape future policy and research needs
- Foster collaboration to derive concrete actions to tackle energy poverty
- Set-up working groups on different topics to provide policy recommendations
- Publish results in workshops, policy meetings, public events and reports
- Connect with other existing projects in the field of energy poverty and act in concert