

BRIDGE

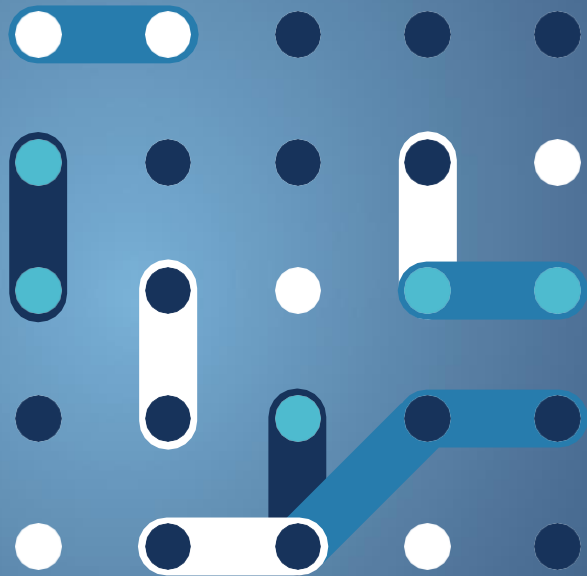
CONSUMER AND CITIZEN ENGAGEMENT WORKING GROUP

May 2022

2022-2023 WORK PLAN

Bridge

Consumer and Citizen
Engagement WG





WORKING GROUP INFORMATION

Bridge WG Chairperson and leadership structure

- *Johanna Irene Höffken, CCE WG Chair, MUSEGRID project*
- *Michael Brenner-Fliesser – CCE WG Indicators of Engagement SG leader - COMPILE PROJECT*
- *Panagiotis (Takis) Ktenidis, CCE WG Strategies of Engagement SG leader, TILOS/BD4NRG Projects*
- *Heidi Tuiskula, CCE WG Strategies of Engagement SG leader – E-LAND Project*
- *Minna Kuivalainen, CCE WG Strategies of Engagement SG leader – E-LAND Project*
- *Louise Birch Riley, CCE WG Smart Tools SG leader - iFLEX Project*
- *Evangelos Rikos, CCE WG Smart Tools SG leader - GIFT Project*

Support from BRIDGE secretariat

- *Izaskun de Allende, ZABALA Innovation, BRIDGE Secretariat- consumercitizengage@h2Iren020-bridge.eu*
- *Irene Pelegrín, ZABALA Innovation, BRIDGE Secretariat - consumercitizengage@h2Iren020-bridge.eu*

European Commission

- *Directorate-General for Energy, Unit B5 “Innovation, research, digitalisation, competitiveness” – European Commission*
- *CINEA, European Climate, Infrastructure and Environment Executive Agency – European Commission*



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1.1 Introduction

The Consumer and Citizen Engagement Working Group (CCE WG), previously Consumer Engagement, is part of the BRIDGE initiative and aims at creating a structured cross-cutting understanding of the role and methodologies of engagement in European R&I projects. Throughout the whole Work Plan period (2020-2022), subgroups got activated according to the interest and will of BRIDGE project members participating in the WG CCE. Based on the conclusions (the detailed conclusions can be found in the BRIDGE 2021 WG report (www.h2020-bridge.eu)) from the work carried out during this period, in the 2022 General Assembly, the CCE WG collectively decided to work on the following specific topics and actions during 2022, to respond to the needs and gaps identified in previous years. To meet these goals, the subgroups have been reorganised as detailed below.

1.2 Key objectives and actions 2022

Structure, scope and focus of the CCE WG subgroups for the upcoming work period are:

Subgroup		Scope	Focus 2022
	Indicators of Engagement	To collect qualitative and quantitative indicators to assess consumer engagement over time	<p>Taxonomy of indicators of engagement with:</p> <ul style="list-style-type: none"> Assessment of the purposes of the indicator Assessment of advantages and disadvantages of the indicator Assessment of indicators usefulness in different phases of a project Assessment of the usefulness of indicator for specific user/stakeholder groups <p>Taxonomy of problems associated with the assessment of indicators of engagement and best practices on how to reduce them</p>
	Smart Tools	To collect a list of Smart Tools targeted consumers and the approaches to development and use	<p>Design Thinking approach (development aspect):</p> <ul style="list-style-type: none"> Establish definition of Design Thinking with project examples of implementing the approach in the design of Smart Tools <p>Smart Tools for consumer action (use aspect):</p> <ul style="list-style-type: none"> Explore methodologies, use cases and experiences with Smart Tools for consumer action such as Demand Response <p>Replication of Smart Tools (use aspect):</p> <ul style="list-style-type: none"> Elicit replication requirements to ensure the use of Smart Tools in new environments
	Strategies of Engagement	To collect strategies and methods and underlying assumptions used by the projects to engage consumers and citizens	<ul style="list-style-type: none"> Gather and structure effective strategies of engagement Understand stakeholders and end users: <ul style="list-style-type: none"> ✓ Stakeholder categorisation ✓ Cultural, social, and geographic dimensions Gender challenges and opportunities for engagement Managing engagement

The CCE WG goal is to transform the vision and interaction with consumers of R&I projects. We are looking to turn from a single customer dimension to a citizen collective dimension. The concept of energy citizen encompassing the roles and responsibility of the relationship between consumers and the actors of the energy sector, in order to build a clean, fair and inclusive European energy system.



1.3 Methodology 2022

Organisational aspects of the CCE Working Group

The leadership team of the CCE WG has been re-structured in a volunteer basis after the previous 2020-2021 mandate, and the chairperson and subgroup leaders' positions for 2022 are set as follows:

Name	Project	Organisation	Position in BRIDGE
Johanna Irene Höffken	MUSEGRIDS	Eindhoven University of Technology	Chair, CCE WG
Michael Brenner-Fliesser	COMPILE	Johanneum	Leader, Indicators of Engagement
Louise Birch Riley	i-FLEX	In-JeT ApS	Co-Leader, Smart Tools
Evangelos Rikos	GIFT	CRES	Co-Leader, Smart Tools
Heidi Tuiskula	E-LAND	Smart Innovation Norway	Co-Leader, Strategies of Engagement
Mina Kuivalainen	E-LAND	Smart Innovation Norway	Co-Leader, Strategies of Engagement
Takis Ktenidis	TILOS/ BD4NRG	SEALAB - University of West Attica, UNIWA	Co-Leader, Strategies of Engagement
Irene Pelegrín	BRIDGE Secretariat	Zabala Innovation	BRIDGE Secretariat
Izaskun de Allende	BRIDGE Secretariat	Zabala Innovation	BRIDGE Secretariat

The work of the Working Group will once again be organized in sub-groups that will each tackle a piece of the engagement methodologies implemented by projects. However, the interaction between subgroups will be coordinated by the leadership team in order to identify collaboration aspects and avoid overlaps. The working group meetings will be organised as follows:

CCE WORKING GROUP MEETINGS				
	CCE WG Meeting I	CCE WG Meeting II	CCE WG Meeting III	CCE WG Meeting IV
Date	11nd MAY	22nd JUNE	15th SEPTEMBER	15th DECEMBER
Time	10H – 11H	10H – 11H	10H – 11H	10H – 11H

Work method

Each subgroup will co-decide the most appropriate approach to achieve their research goals and gather the information needed to deliver the outcomes for the CCE WG. Some options that have already been discussed are:

- Literature review
- Interview with BRIDGE projects on specific topics
- Gathering information, use cases and expertise from BRIDGE projects within each SG
- Questionnaires to BRIDGE projects
- Organisation of discussion events and/or webinars



Each subgroup will exploit as much as possible the expertise and knowledge from the projects involved within the group. Subgroups will make an effort to focus their research on their projects and looking for specific data if needed from other BRIDGE projects occasionally and through the Secretariat team. Workload has been divided into subgroups in order to facilitate data gathering. Subgroup distribution allows to better exploit expertise and knowledge from projects involved within the group as it has been noticed that when trying to collect big amounts



of data from all BRIDGE projects a lot of useful expertise within the subgroups gets faded. Subgroups will focus on their own projects’ research to gather specific data, only reaching to other BRIDGE projects occasionally and through the Secretariat team.

The subgroups will meet regularly to coordinate workloads and track progress on objectives:

SMART TOOLS SUBGROUP MEETINGS					
	KICK-OFF (I)	SMART TOOLS II	SMART TOOLS III	SMART TOOLS I V	SMART TOOLS V
Date	27th APRIL	8th JUNE	1st SEPTEMBER	19th OCTOBER	30th NOVEMBER
Time	10H-11H	10H-11H	10H-11H	10H-11H	10H – 11H
STRATEGIES OF ENGAGEMENT SG MEETINGS					
	KICK-OFF (I)	STRATEGIES II	STRATEGIES III	STRATEGIES IV	STRATEGIESV
Date	2nd MAY	8th JUNE	1st SEPTEMBER	19th OCTOBER	1st DECEMBER
Time	12H – 13H	11H – 12H	11H – 12H	11H – 12H	11H – 12H
INDICATORS OF ENGAGEMENT SG MEETINGS					
	KICK-OFF (I)	INDICATORS II	INDICATORS III	INDICATORS IV	INDICATORS V
Date	27th APRIL	8th JUNE	31st AUGUST	19th OCTOBER	30th NOVEMBER
Time	11H – 12:30H	11H – 12H	10H – 11H	11H – 12H	11H – 12H

These initiatives are funded by

1.4 Proposed outcomes

CCE WG Deliverable

The CCE Working Group will have to produce a yearly report highlighting our activities and providing conclusions on the work performed subgroups. A template for this deliverable will be made available to all leaders after the Kick-off meeting for all subgroup leaders to contribute to any point. Each subgroup will be expected to contribute a chapter to this deliverable based on the findings and the work performed during 2022.

In addition, each subgroup will decide on potential additional deliverables that they might produce along the year as they advance their work and findings. Some ideas from the General Assembly discussions were:

- To design and/or develop a repository of strategies, indicators and smart tools for engagement available to all BRIDGE projects → Work with the Data Management WG to find synergies with the repository they have built.



1.5 Planning

As described on section 1.3 of this document the Consumer and Citizen Engagement Working Group will carry out its activity through the three subgroups that will provide updates to the entire WG every two months about the progress made. All the work will be coordinated by the Chair and leaders of the CCE WG with the support of the secretariat and the EC will be included in the conversations and period meetings throughout the year. The European Commission Policy Officer assigned to the CCE WG is Ms Crsitiana Marchitelli*. The main milestones and activities will be carried out within the following timeline:

TASK ID	TASK	START	END	RESPONSIBLE
1	CCE WG Chair and DG Ener officer meeting to discuss the scope and structure of the WG work during 2022	18/03/22	18/03/22	WG Chair and EC
2	CCE WG Kick-off Meeting	11/05/22	11/05/22	WG leadership team
3	<i>CCE WG Work Period 1: Establish SGs and start working on the 2022 actions: design research methods</i>	11/05/22	22/06/22	SG leaders and members
4	CCE WG Work Period 1 Meeting	22/06/22	22/06/22	WG leadership team
5	<i>Carry out agreed SG activities to start research</i>	22/06/21	15/09/22	SG leaders and members
6	CCE WG Work Period 2 Meeting	15/09/22	15/09/22	WG leadership team
7	<i>Collect data and analyse it together with research carried out by all SGs</i>	15/09/22	15/12/22	SG leaders and members
8	Potential follow up Meeting with the EC	TBC	TBC	WG Chair and EC
9	CCE WG Work Period 3 Meeting	15/12/22	15/12/22	WG leadership team
10	<i>Final drafting of the CCE WG report and preparation of additional outcomes/deliverables (if any)</i>	15/12/21	15/12/22	SG leaders and members
13	CCE WG Work Period 4 follow up Meeting: Present and approve the CCE WG report	TBC 2023	TBC 2023	WG leadership team
15	Potential meeting with the EC to discuss final report and prepare GA	TBC 2023	TBC 2023	WG Chair and EC
16	GA 2023	TBC 2023	TBC 2023	WG Chair and EC

*The EC to be invited and informed of all CCE Work Period Meetings

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