

The information below is based entirely on the research carried out for CLEAR-X Deliverable 5.2. For more information on any topic, please refer to that deliverable.

## **BARRIER 1: High financial cost (especially upfront costs) of renewable technology purchases and installations**

### **Our recommendations:**

National governments should create ambitious **financial support schemes** for households with average or low income. Communicate these support schemes **offline** and allow time for less digitally savvy consumers to apply.

**Upfront costs** should be tackled by covering as much of the costs as possible in advance of the works taking place, through for instance tripartite contracts (e.g. Slovenia and Lithuania) or voucher schemes (e.g. Portugal).

Promote financial instruments such as **on-bill schemes** that allow consumers to pay back their renovation in instalments.

Consider **income tax relief schemes** for RES installations and energy renovations.

Promote **low and zero-VAT** schemes for RES purchases and installations.

## **BARRIER 2: Multi-unit Buildings: Complicated governance and lack of decision-making capacity to install RES technologies**

### **Our recommendations:**

Consumer organisations should assist **local and regional authorities** in providing a strong governance and leadership role in ensuring the transition to renewable energy.

Tackle **national regulatory frameworks around property law and governance** of multi-unit buildings (e.g. Spain), such as **special status** in terms of consensus and governance issues for the **installation of renewables** in multi-units.

## **BARRIER 3: Split incentives between tenants and landlords**

### **Our recommendations:**

Increase tenant access to renewables through dedicated legislation (e.g a tenant right to electricity).

Consider **mandates** on landlords – such as the “solar obligation” introduced across some states in Germany – to ensure increased uptake of solar technologies, as well as the role of Energy Performance Certificates or similar enforcement tools.





## BARRIER 4: Difficulty in Accessing Smart Meters

### Our recommendations:

**Public authorities** should be responsible for the roll-out of smart meters and clearly communicate about it. This should be done in **collaboration** with relevant stakeholders such as energy suppliers, consumer organisations and the construction sector.

National regulators should run a **cost benefit analysis** on the benefits of smart meter roll-out. This would highlight the benefits that flexible energy consumption would have in terms of lower costs for the management and operation of electricity grids.

## BARRIER 6: Administrative Barriers, Grid Connections, and Regulatory Framework for PV installations

### Our recommendations:

Implement a stable regulatory framework that **simplifies administrative processes** such as permit-granting.

Ease the grid connection process by **investing in the grid**, while also **monitoring grid operators and sanctioning** in cases of ineffective operation.

Monitor that distribution system operators use **distribution fees** correctly (and properly enforce Article 15 of the Electricity Directive (2019)).

## BARRIER 5: Consumer Access to Information, Advice and Installation

### Our recommendations:

Public authorities should put in place **single points of contact** (such as **one-stop-shops**) to facilitate administrative and operational procedures for housing renovations and RES installations. Consumer organisations can play a role in developing such one-stop-shops, in collaboration with local authorities.

Public authorities must oversee an increase in **training and accreditation** of the workforce to ensure an adequate number of RES installers.

Member States should **fully implement** Article 12 of the EED (2012) and Article 16 of the RED (2018).

## BARRIER 7: Lack of Incentives for Demand Side Flexibility

### Our recommendations:

Ensure consumers have **access to energy contracts with dynamic electricity pricing** and access to **aggregation contracts** (ensure this through full implementation of Articles 11 and 13 of the Electricity Directive (2019)).

## BARRIER 8: Lack of Consumer Rights and Benefits as a Prosumer

### Our recommendations:

Ensure self-consumers are appropriately **remunerated** for selling their electricity back to the grid.

Expand **consumer rights** and protections for prosumers.

Allow prosumers to **switch suppliers**.

Provide prosumers with a single contact point for **dispute resolution** such as an energy ombudsman.