

D1.6: Data Management Plan



WP1 - Project Management, Coordination and Administration

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ENCHANT Report

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ABSTRACT

The Data Management Plan (DMP) provides an effective framework to ensure comprehensive collection and handling of primary and secondary data during the lifetime of ENCHANT. It describes what kind of data will be collected, processed, and synthesised, and which methodology and standards will be applied during the data collection and handling processes. It elaborates the procedures for sharing and open access to the data, as well as for curation and preservation of the data. Furthermore, it defines the procedure that the exchange of data in ENCHANT will be in full compliance with EU and national legislation, as well as with the participating user partners' internal data protection strategies. **This document was updated in June 2023 to the final version.**

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Table of contents

1.	Introduction and Overview	6
1.1	General overview of data collection activities in ENCHANT.....	6
1.2	Purpose and scope of this document.....	6
2.	Data Collections	7
2.1.	Research data and personal information for non-research purposes.....	11
2.2.	Data types	11
3.	Partner Responsibilities.....	17
3.1	WP1 (NTNU).....	17
3.2	WP2 (ROMA3).....	17
3.3	WP3 (UBB).....	18
3.4	WP4 (IUE).....	19
3.5	WP5 (EI-JKU)	19
3.6	WP6 (SIN).....	20
3.7	WP7 (NSR)	22
4.	Data Management	24
4.1	Formal ethical approval	24
4.1.1	Involvement of human participants	24
4.1.2	Data collection and processing.....	28
4.1.3	Involvement of non-EU countries.....	28
4.2	Data collection procedures	29
4.2.1	Literature search.....	29
4.2.2	Document study	30
4.2.3	Meta-analysis	30
4.2.4	Re-analysis of existing data.....	30
4.2.5	Surveys	31
4.2.6	Quantitative experiments	32
4.2.7	Online data tracking	34
4.2.8	Energy and mobility use data	34
4.2.9	Interviews	35
4.2.10	Focus Group.....	35
4.2.11	Netnography	35
4.2.12	Workshop	35



4.2.13 Decision making architecture	36
4.3 Data documentation	36
4.4 Data storage and curation.....	36
4.4.1 Protection of personal data	36
4.4.2 Data anonymisation	37
4.4.3 Data minimisation	38
4.4.4 Technical and organizational measures (TOMs)	38
4.4.4 Use of secondary data.....	39
4.4.5 Tracking and observations.....	39
4.4.6 Encryption standards and procedures	39
4.4.7 Filename standards	40
4.5 Open access to ENCHANT's data.....	41
4.6 Deletion of data.....	41
4.7 Open data pilot.....	41
4.7.1 General principles.....	42
4.7.2 Size of the data	42
4.7.3 Target group for the data use.....	42
4.7.4 Access procedures.....	42
4.7.5 Documentation procedures.....	42
4.7.6 Securing interoperability.....	42
4.7.7 Search keywords and data identification	43
4.7.8 File types.....	43
ANNEXES.....	44
Annex I: Complete summary of all data collections and responsibilities.....	45
Annex II: Documentation of consent forms.....	49
Annexe III: Confirmations by Data Protection Officers.....	86
Annex IV: Data documentation templates.....	127
Annex V: Recommended technical and organizational measures (TOMs)	131
Annex VI: Surveys and interview guides	134



1. Introduction and Overview

1.1 General overview of data collection activities in ENCHANT

ENCHANT is a multimethod project where established science-based behavioural intervention techniques are implemented to increase energy efficiency behaviour among millions of European citizens through a contextual and multi-disciplinary approach. Its key methodological strength comes from combining both qualitative and quantitative methodologies with a multi-disciplinary theoretical foundation from the perspectives of behavioural sciences, sociology, social anthropology, human geography, and economics. This excellent theoretical and methodological competence allows not only successful design and implementation of the large-scale interventions, but also answering the question of which (the combination of) intervention tools are most effectively implemented by which societal actor in which cultural context. Through a systematic evaluation of data gathered from implementing these interventions, in combination with re-analysing already existing data, ENCHANT will design an empirically informed, web-based decision tool for impactful campaign design targeting energy-efficiency, relevant for a number of public and private actors (e.g., policymakers). The work in the project is delivered in different work packages, which have their own methodological approaches.

1.2 Purpose and scope of this document

This Data Management Plan (DMP) aims to describe the procedure for data collection, consent procedure, storage, protection, retention, and destruction of data in ENCHANT, and confirmation that they comply with national and EU legislation. It also defines access to data within the open data pilot of the EU. The DMP provides an effective framework to ensure comprehensive collection and handling of the primary and secondary data used in the project. It needs to be noted that a DMP is a dynamic document, which will evolve during the lifetime of the project. **Changes to the previous version of the DMP are indicated in red in this document.** In that respect, the DMP describes ENCHANT's data management at the point in time it is delivered to the European Commission. The document is written with reference to the Guidelines to FAIR data management in Horizon 2020

(http://ec.europa.eu/research/participants/data/ref/h2020/grants_manual/hi/oa_pilot/h2020-hi-oa-data-mgt_en.pdf) and the GDPR (Regulation (EU) 2016/679). The DMP will comply with the open access strategy of H2020 while also ensuring the protection of the involved households' and individuals' data, information, and privacy rights; thereby contributing with Open Research Data wherever possible. Furthermore, the project will comply with each user partner's internal data protection strategy. **This is the final formal revision of the DMP.**



2. Data Collections

ENCHANT is a mixed-methods project and its methodological strength comes from combining qualitative and quantitative techniques with an interdisciplinary approach. This allows us to integrate multi-disciplinary knowledge, which is essential for the successful design and implementation of the large-scale interventions targeting millions of European citizens using a Randomised Control Trial (RCT) approach and for monitoring the effects of the interventions on different levels. By a systematic evaluation of the data gathered from implementing these interventions, supplemented with re-analysing already existing (secondary) data, ENCHANT will test the effects of the intervention tools in real-life settings with the objective to unlock an energy efficiency potential among the general public through behavioural change.

The RCT **aimed** to single out the marginal or joint effects of the selections of independent parameters on the dependent parameters. The selection of different choices of dependent and independent variables, number of trials, and sample and sample size choice are components of the experiment design. Rather than a full-factorial experiment design (including all possible combinations of factors), the project **constructed** and **tested** scenarios, where each test scenario corresponds to the specification of which parameter(s) are selected as dependent variable(s) and which parameters are selected as the independent variable(s). The scenario approach **was** chosen for several reasons. First, not all combinations of the parameter selections are feasible or applicable, e.g., non-governmental organisations cannot select bills as the means of communication, since they do not issue them. Even considering all feasible combinations of parameters, efficient use of resources requires that the most relevant experiments are carried out based on the project goals. Moreover, the parameters are not necessarily independent and may involve dependencies which are not easy to single out a priori. Second, the project results need to be replicable and scalable. Therefore, the RCTs **was** designed in a way to select the intervention packages and other parameters that **enhanced** higher replicability and scalability. This aspect of the experimental design also relates to the design of the empirically informed decision support tool for impactful energy efficiency campaign design. The design of this tool requires the identification of patterns and rules to be used in the underlying algorithm for the decision support tool. The selection of the experiments **was** also geared towards identifying as many generalizable patterns and rules as possible. The experiments **were** designed based on their desired impacts. Hence, the experimental design and selection also **relied** on the intervention packages' assessed impacts.

Results of the intervention packages using RCTs **were** captured through several mechanisms regarding the pre-and post-intervention situation, depending on the targeted behavioural change by the intervention package, as well as data availability and accessibility. The selection of the data to be collected and the means of data collection represents another dimension of the experiment design. The resulting behavioural



change may be observed in terms of energy consumption, energy savings, and energy conservation behaviour that can be reflected by energy investment behaviours, maintenance behaviours, or adjustment of everyday behaviour. The data to be collected and analysed in WP5, with close collaboration with WP4, **was** either measured directly: by digital data tracking or by collecting consumption data obtained from utility companies **or mobility providers**; or indirectly: from the consumers self-reporting through mobile or web-based apps, from focus groups, from surveys, or through netnography based on consumer social media use. In the indirect category, also data on (changes in) well-being of the recipients of interventions will be recorded. A fundamental purpose of the project is to observe the behavioural change of a large number of people as much as possible with the effects of the interventions applied. In order to ensure representativeness, the project will employ a diverse large sample. There are multiple challenges in reaching a high number of people, including challenges regarding collecting data, implementing pre- and post-test experiment design on the same groups of people in different countries, and measuring the impact of the interventions. Moreover, for the post-test design, reaching the same target group contacted in pre-testing constitutes a barrier for the data gathering process which also requires implementing careful tracking systems in line with GDPR.

The ENCHANT project prioritises data gathering methods such as directly or indirectly measuring energy consumption **or mobility** data and digital data tracking but supplements these techniques with additional methods to validate and extend the findings. Data tracking is mostly associated with digital information that characterizes consumer behaviour. In this sense, how many times a link has been clicked, or how many times a digital pamphlet has been read, provides insight into the interaction between energy information and behavioural change. An important obstacle with consumption data and data tracking is that energy consumption data on resolution of hours, weeks or even months only provides information about a concrete consumption level without any insight into the consumers' level of awareness. Digital real-time tracking provides information through smartphones and relevant applications. In this sense, the individuals who do not have any access to smart systems and applications will be unable to provide sufficient data through this channel. ENCHANT will through method triangulation focus on assessing the bias effects each data collection method has.

As stated above, energy consumption data provides a single-dimensional data flow, which means other factors such as the level of awareness and underlying reasons behind such a consumption habit are ignored. ENCHANT's strategy of combining energy consumption data with surveys will therefore obtain more insightful results. In a research experiment design, it is crucial to reach as many and as diverse respondents and participants as possible to ensure and increase representativeness, reliability, and validity. The ENCHANT project **used a custom-made automated platform providing the interventions in a standardized and automated manner following an RCT design** so that a larger number of individuals can participate in the data collection process.



ENCHANT also **used** self-reporting as a method to get responses from consumers, through mobile or web-based apps. The major challenge of this method is the bias in the responses, which implies the individuals' tendency to provide self-assessed measures of the relevant phenomenon¹. The bias challenge will be overcome by relying on a wide range of data collection methods, including focus group interviews, which allows triangulating results. Focus groups have a number of qualities, providing elaboration into complex situations and behaviours². ENCHANT **used this method to gain deeper insights into change processes and the effects of the energy crisis**. Further, ENCHANT used netnography, which is an online ethnographic method, coined by Kozinets³, focusing on social interaction and internet behaviour to collect relevant data. The method analyses the digital traces people leave when participating in social activities on the net, such as contributions to discussion forums, Facebook or Instagram entries, or tweets. **Netnography studied how the energy crisis affected the discussion about energy use, and what related attitudes and individual behaviours are projected in the social media. To this end, investigation focused on tracking and analyzing public opinions expressed on various social media platforms, as relevant to each national context included in the study.**

ENCHANT includes data collection and handling activities in most of the WPs, which strongly depend on each other. This complexity demands strict coordination between the different tasks and WPs as they depend on one another, and input from preceding tasks is not only required within the same WP but also in other WPs. Furthermore, ENCHANT is a project that also depends on already existing (secondary) data provided by the case cluster cities partners and other sources. This **made** it necessary to define procedures for how data access rights for secondary data are achieved and how that data is used and matched with primary data.

¹ Rosenman, R., Tennekoon, V. and Hill, L.G., 2011. Measuring bias in self-reported data. *International Journal of Behavioural and Healthcare Research*, 2(4), pp.320-332.

² George, M., 2013. Teaching focus group interviewing: Benefits and challenges. *Teaching Sociology*, 41(3), pp.257-270.

³ Kozinets, R.V., 2010. *Netnography: Doing ethnographic research online*. Sage publications.



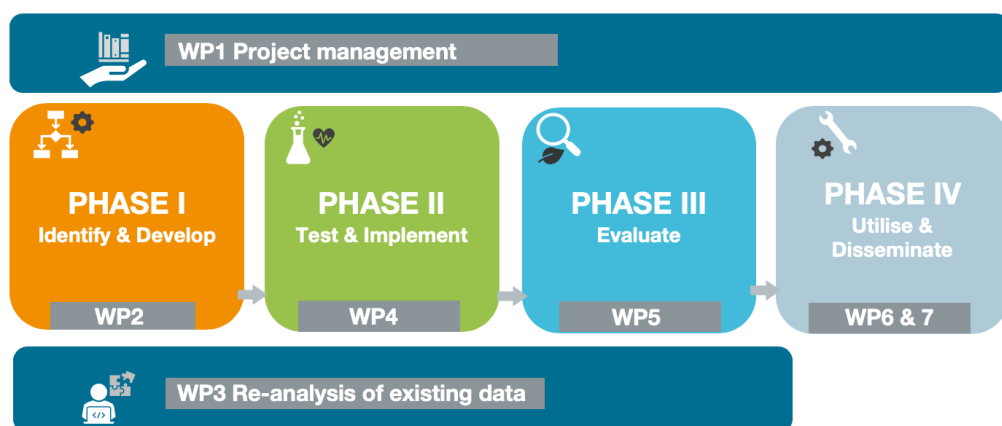


Figure 1 Methodological approach of ENCHANT

ENCHANT's methods are organized to most effectively 1) identify and develop, 2) test and implement and 3) evaluate the ENCHANT interventions (WPs 2, 4 and 5), as shown in Figure 1. The other work packages are designed to provide the right input at the right time (WP3), to utilise the results at the right time (WP6 and 7) and finally to provide support and to ensure that all activity is carried out effectively in accordance with all relevant legislation in addition to the project's own principles (WP1).

Table 1 presents an overview of the various data collection methods (see the first column) used in the different WPs of ENCHANT (see the first column) and indicates which WP(s) participate in each data collection or data handling. For example, one of the data collection methods is "Document study", and WP2, WP3 and WP5 utilize this data collection activity.

Table 1 Data collection methods used in different WPs

Method / WP	WP1	WP2	WP3	WP4	WP5	WP6	WP7
Literature search		✓	✓		✓		
Document study		✓	✓		✓		
Meta-analysis		✓	✓				
Re-analysis of existing data			✓			✓	
Surveys					✓	✓	
Quantitative experiments				✓		✓	
Online data tracking					✓		
Energy use data					✓		
Interviews					✓		
Focus group					✓		
Netnography			✓				
Workshop		✓		✓	✓		
Decision-making architecture						✓	



2.1. Research data and personal information for non-research purposes

We define data as all research data obtained from respondents directly or indirectly, through various research methods, for the project research purposes. We distinguish data, as defined, from personal information used for external communication and dissemination purposes in WP7 (for example quotes from experts or interviewees for project videos, blogs, etc. meant for communication). Such personal information will be published only after the informed written consent⁴ of the involved individuals have been received. In this latter instance, personal information used for communication will not be anonymised, encrypted or pseudonymised.

2.2. Data types

Table 2 presents the key characteristics of each data collection in ENCHANT. The first column indicates the type of data collection, the second column indicates where the data come from for each data collection method, the third column indicates how the data are collected, the fourth column indicates whether data, from a given data collection type, will be published in an open access mode at the end of the project, the next column lists the tasks and/or WPs that contribute to a given data collection type, and finally the last column names all partners involved in a given data collection type. Note that the same data collection type may be used in several independent data collections in different WPs.

⁴ Informed consent forms are included as part of Annex II in this DMP



Table 2 Details of data collection

Type of data collection	Source of data	How data is collected	Open access	WP/task	Partners (lead partners underlined)
Literature search	Published studies, reviews, meta-analyses from both user-partners and previous projects	Relevant bodies of literature were identified by conducting a comprehensive review of existing behavioural interventions through published studies, reviews, and meta-analytical syntheses. Search engines (e.g., Google Scholar) and databases (e.g., the European Commission's document database, Web of Science, Scopus) have been used to identify the relevant literature. Furthermore, user partners were asked for available internal reports.	Y [if no restrictions by the owners of the document/data are made]	WP2 / T2.1 WP3 / T3.1 WP5 / T5.1	<u>ROMA3</u> , <u>UBB</u> , <u>EI-JKU</u> , NTNU, IUE, SIN, NSR
Document study	Documents published by relevant stakeholders, such as policymakers and regulators, NGOs, and professional organizations	Relevant bodies of documents and data from previous studies and research projects about interventions, intervention evaluations/ assessments, plans of action and periodical reports implemented in interventions, and other relevant documents in previous interventions were located through direct contact with the user partners and search engines (e.g., Google Scholar) and databases (e.g.,	Y [if no restrictions by the owners of the document/data are made]	WP2 WP3 WP5	<u>ROMA3</u> , <u>UBB</u> , <u>EI-JKU</u> , NTNU, IUE, SIN, NSR



		European Commission's document database, Web of Science, Scopus).			
Meta-analysis	Published studies, reviews, and meta-analytical syntheses on existing behavioural interventions. Data from both user-partners and previous projects on energy efficiency and consumer behaviour	<p>The relevant body of literature on existing behavioural interventions were identified through a literature search.</p> <p>Data on the topic of energy efficiency and consumer behaviour from user-partners and previous projects were collected through a chain referral method, based on enquiries of experts at the national and European level.</p> <p>Input to the meta-analyses was extracted from the identified documents or if the documentation there was incomplete by an inquiry from the authors of the documents.</p>	Y [if no restrictions by the owners of the document/data are made; ENCHANT accepts restrictions by the owners]	WP2 / T2.1 WP3 / T3.3	<u>ROMA3</u> , <u>UBB</u> , NTNU, IUE, EI-JKU, SIN, NSR
Re-analysis of existing data	Existing data sets, and studies on the topic of energy efficiency and consumer behaviour The consolidated data set of previous projects, open-access datasets	An inventory of all relevant data sets was made, and a data review was conducted to integrate and process the disparate empirical sources. Furthermore, selected data was used to train the decision-making algorithms.	Y [if no restrictions by the owners of the document/data are made]	WP3 / T3.1, T3.3, T3.4 WP6 / T6.1	<u>UBB</u> , <u>SIN</u> , NTNU, ROMA3, IUE, EI-JKU, NSR
Surveys	Responses of participants in the pre-post surveys	Surveys were included in almost all pilots to capture the experiences of users while going through the interventions. In addition, a custom-made intervention and survey platform was programmed that was	Y [after anonymisation; respondents will	WP5 / T5.2 WP6 / T6.4	<u>EI-JKU</u> , <u>SIN</u> , NTNU, ROMA3, IUE, UBB, NSR



		used for the RCT-based comparative intervention study. Survey panel providers were used to supplement participants in countries where the response rates were low.	be informed prior to data collection]		
Quantitative experiments	Responses of experimental participants	ENCHANT tested and experimented with 7 types of interventions using a Randomised Control Trial (RCT) approach and collected detailed information on the hypothesized personal and contextual moderators in a pre-experimental survey (in most pilots).	Y [after anonymisation; respondents will be informed prior to data collection]	WP4 / T4.2 WP6 / T6.4	IUE, SIN, NTNU, ROMA3, UBB, SIN, NSR
Online data tracking	Digital information through smartphones and relevant applications, which shape consumer behaviour.	ENCHANT applied automated digital data-tracking, where the technical channels used to allow for it, as a means of verification intervention impact. This was done especially in the RCT intervention platform to track conversion rates from different communication channels into participation on the platform. This was done by keeping track of the overall number of clicks on a specific web link, social media, homepages or similar, and by tracking the number of unique visitors to the intervention platform.	Y [after anonymisation; only when express consent is given by the user and the owner of the digital platform]	WP5 / T5.2	EI-JKU, NTNU, ROMA3, IUE, UBB, SIN, NSR
Energy / mobility use data	Energy use estimates from energy providers	Before and after the interventions, energy use estimates were obtained with consent by the participants or in aggregated form from collaborating energy providers in some of the pilots and adjusted for	Y [after anonymisation; only when consent is given	WP5 / T5.2	EI-JKU, NTNU, ROMA3, IUE, UBB, SIN, NSR



		seasonal variation. In a similar way, mobility data (e.g., bus, tram or ferry use) was tracked pre- and post-intervention in the mobility-related pilots.	by the user and the owner of the energy providers]		
Interviews	Responses of key informants/ citizens in individual interviews	<p>In-depth interviews with the strategically selected informants/ citizens, who are involved in interventions, will be conducted post-intervention as part of WP5.</p> <p>Interviewees were selected by taking into account the features of each intervention. Consent will be obtained before.</p> <p>In addition, the interesting experiences made in the collaboration between user partners and academic partners in ENCHANT resulted in setting up an internal interview-based study that harvested these experiences in a structured way.</p>	N [interview raw data cannot be published in line with GDPR. However, anonymised summaries of the data are included in the project deliverables]	WP5 / T5.2	<u>EI-JKU</u> , NTNU, ROMA3, IUE, UBB, SIN, NSR
Focus group	Responses of key informants/ citizens in focus group discussions	<p>Focus group interviews with the strategically selected informants/ citizens, who are involved in interventions, were conducted pre and post-intervention as part of WP5 in some pilots.</p> <p>Individuals belonging to each group were selected by taking into account the features of each case intervention.</p>	N [interview raw data cannot be published in line with GDPR. However, summaries of the data are included in the project deliverables]	WP5 / T5.2	<u>EI-JKU</u> , NTNU, ROMA3, IUE, UBB, SIN, NSR



Netno-graphy	Consumer social media use and the social dynamics triggered by the intervention campaigns	By focusing on social interaction and internet behaviour, ENCHANT analysed the digital traces people leave when participating in social activities on the net (e.g., contributions to discussion forums, Facebook or Instagram entries, or tweets). The analyses focused on tracing the effects on energy use of the measures taken by Governments during the energy crisis.	Y [after anonymisation; only data publicly accessible is used]	WP3 / T3.1 & T3.4	<u>UBB</u> , NTNU, ROMA3, IUE, EI-JKU, SIN, NSR
Workshop	Responses of workshop participants	Views of relevant experts, user-partners and stakeholders during workshops with academic and non-academic partners fed into the design of the intervention package.	Y [in the form of brief reports]	WP2 / T2.3 WP4 / T4.1 WP5 / T5.4	<u>NTNU</u> , <u>IUE</u> , EI-JKU, <u>NSR</u> , ROMA3, UBB, SIN,
Decision making architecture	Historical and primary data sources, i.e., data from the pilots provided by ENCHANT's WP5 and data from secondary sources provided by ENCHANT's WP3, and other relevant data from ENCHANT's WP2 and WP4	Relevant data sources from ENCHANT's WP2, WP3, WP4, and WP5 are transformed to be suitable for designing the high-level architecture of the decision-making tool. This includes a normalization process and checking data quality to be able to better utilise, exploit the data for the resulting AI algorithm, and identifying the relationships among the interventions and users.	Y	WP6 / T6.2	<u>SIN</u> , NTNU, ROMA3, IUE, EI-JKU, UBB, NSR



3. Partner Responsibilities

The data collections and data processing each WP is responsible for are described in this section. For a complete overview of data collection responsibilities, see Annex I (constantly updated during the project). WP1 is not directly included in any data collection or processing but defines the overarching procedures, which is why it is mentioned in the following paragraph.

3.1 WP1 (NTNU)

In the ENCHANT project, informing all other WPs on an overarching level, NTNU (WP1 lead beneficiary) is responsible for ensuring that the project is methodologically and ethically sound. ENCHANT will use a large amount of existing data and data collected specifically for the project. This data needs to be integrated, monitored, securely stored, and made available for analysis within and beyond the project. Even though data collection, curation, analyses, and exploitation **is** conducted in WPs 2 – 6, WP1 **has** the overall responsibility to secure the compliance of the data collection and handling with data protection laws (national and GDPR) and the open data pilot regulations.

Amongst other things, WP1 **took** charge of this data management plan (DMP), with the contribution from all other project partners. All procedures for the data collection methodology and standards, data coding, referencing, and processing, exploitation of the data during the project and beyond, data protection regulations, and open access to data are included in the DMP. The elaboration of a DMP according to scientific standards and the principles of accuracy, correctness, currency, completeness, and relevance is, therefore, part of the methodological approach of WP1. The DMP will also assure that the gender dimension and the perspective on vulnerable energy consumers are correctly built into surveys and data collection in general, paying specific attention to aspects such as income inequality, time use and preferences/values, which are areas one can expect to find the major differences related to gender.

3.2 WP2 (ROMA3)

Methodologically, the first phase of the ENCHANT was concerned with identifying and developing the intervention packages, for which ROMA3 (WP2 lead beneficiary) had the main responsibility. WP2 identified key factors affecting the impact of interventions on energy behaviour, designed the intervention packages, and defined the main independent variables for the experimental design. It further defined the protocols for standardized interventions for behavioural change, to make the interventions replicable and suitable for upscaling and comparability. To do so, WP 2 used a range of methodological approaches producing the data that is used in WP2, including conducting a comprehensive review of existing behavioural interventions, through published studies, reviews, and meta-analytical synthesising the relevant body of literature. In the process,



WP2 further identified good and bad practices affecting interventions, as well as major contextual boundary conditions for more successful and for less successful practices (i.e., Task 2.1). WP2 also defined a set of standardized procedures and protocols to conduct effective behavioural interventions (i.e., Task 2.2). WP2 arranged a series of participatory co-construction workshops to select and define the ENCHANT intervention matrix together with WP4. These workshops addressed various types of user-partners to discuss and identify practical implications, main infrastructures and existing or potential policy schemes (i.e., Task 2.3). In this first part of the project, the RCT procedure, as well as research protocols for intervention evaluation (WP5), were defined, alongside the definition of outcome indicators assessing the success of the interventions (i.e., Task 2.4).

3.3 WP3 (UBB)

The first phase of the ENCHANT – identifying and developing the intervention packages – was also informed by work in WP3, which is led by UBB. WP3 made an inventory of all relevant data sets and conduct a data review in order to inform the development of the intervention packages and their implementation. There are several challenges regarding existing datasets on citizens' energy consumption patterns. The main concerns are to which extent the data is reliable, accurate, statistically significant, replicable, etc. Methodological concerns are raised by the fact that large-scale data collection is usually done by non-academic parties (e.g., energy providers and NGOs), at various levels, and for a variety of purposes. The collection methodology is largely informed by the initial goal of the data collection, which might make it hard to use large data sets for comparative analytical purposes. Moreover, the data collection level varies greatly; in some countries, it is systematically collected at the national level, while in other countries it is only collected through local smaller-scale research projects. Finally, behavioural analysis is only conducted in some countries, while such data is unavailable in the majority of EU member states. This data heterogeneity makes structured comparison difficult, and thus limits our potential for inference, and necessitates the ENCHANT comparative assessment.

To address these issues, WP3 not only collected relevant data on the topic of energy efficiency and consumer behaviour from user-partners and previous projects but also allows for triangulation of data using datasets generated the ENCHANT project and through this, better usage of ENCHANT's datasets making data relevant for ENCHANT topics. Based on the consolidated data set of previous projects, the re-analysis of the existing data will necessitate efforts to integrate and process the disparate empirical sources, and then to deploy a descriptive and inferential statistical analysis. To this end, it will build upon and feed into the literature review performed by WP2. The curation procedures of the data sets follow two main steps: first, the data repository from previous studies and projects **was** catalogued and processed to be operational and accessible (i.e., Task 3.1). Second, the descriptive and inferential analysis **informed** a data review of energy consumption behaviour to date presented as a report (i.e., Task 3.3). In order to



achieve a consolidated dataset from ENCHANT's interventions, data collection within the consortium, data sorting and processing, and data analysis **was** performed (Task 3.4).

3.4 WP4 (IUE)

As of the central part of ENCHANT, i.e., the second phase, IUE **coordinated** and **implemented** the intervention packages (i.e., Task 4.2), which were developed in WPs 2–3 based on experimental design and the guidelines / operational plan developed in Task 4.1, using RCT. The intervention packages were developed and tested during the project to unlock an energy efficiency potential. As the efficiency and impact of a particular intervention depend on a multitude of factors, which types of interventions will be grouped in intervention packages is one of the main determinants.

In this process, the intervention packages were fine-tuned with the development of operational plans and the establishment of monitoring mechanisms for impact assessment. The operational plan for implementation is based on a matching of the intervention packages with the user-partners and the associated communication channels. The development of guidelines considered technical compatibility, geographical fit, and the likelihood of attaining the expected impact. The operational implementation plan also **considered** adopting and improving the intervention packages in order to ensure sufficient variety, which may enhance the replicability and reproducibility of interventions during the project, and beyond the project lifetime. The monitoring and follow-up mechanisms **relied** on the key performance indicators (i.e., KPIs that **were** established in WP5 Task 5.1) developed for the preparation, pilot, and post-implementation stages of the interventions, along with targets for the developed KPIs. Potential setbacks and problems identified during the implementations **were** handled through coordination with project partners through workshops.

3.5 WP5 (EI-JKU)

The third phase of the project, i.e., evaluating the interventions implemented in WP4, is led by EI-JKU. For each ENCHANT' intervention, Task 5.1 of WP5 **established** key performance indicators (KPIs) related to the impact categories. Quantitative and qualitative KPIs, with which the outcomes of the interventions **are** evaluated, are defined ex-ante in Task 5.1 to provide a set of (measurable) performance indicators for the project's overall efficacy in achieving its objectives. These KPIs in terms of energy efficiency enhancement, energy (and monetary) savings, greenhouse gases emissions reduction, and well-being impact etc., will not only be used for external evaluation but also serve as an internal reference throughout the project. The elicitation of these success indicators, including those addressing the effectiveness of the respective interventions, **followed** a hierarchical process: first, indicators **were** formulated verbally, in order to identify the necessary measurements without the need of a mathematical background (so that discussions are not hampered by algorithmic complication). In the next step, the hitherto



formulated indicators **were** then translated into mathematical formulae by scientific partners. For each of the indicators, the thresholds are defined for the category's success, promising, and missed the target and displayed separately in accordance with the indicators using a traffic light methodology for ease of interpretation. Using these KPIs, the impact of the interventions is calculated (i.e., Task 5.2). The related data collection process will also allow the thorough assessment of their replicability and up-scalability as well as the limitations and barriers encountered (i.e., Task 5.3). Finally and in close cooperation with all other WPs, WP5 will provide a guidebook on how to transfer the best practice interventions identified and will develop a policy instrument matrix (matching the intervention matrix) for standardised interventions towards behavioural change (i.e., Task 5.4).

3.6 WP6 (SIN)

Building on the work from WPs 2–5, WP6 **designed** a decision-making tool for policymakers, energy providers, NGOs, and municipalities. It will also implement this tool as a web-based, easy-access interface. In doing so, it will transfer the data from WPs 2–5 (i.e., Task 6.1), and supplement the quantitative analyses in WPs 3 and 5, for the purpose of designing a recommender system (i.e., Task 6.2). The system will use an algorithm that will be developed and trained in WP6 (i.e., Tasks 6.3). The tool will be adjusted, with strong involvement from user-partners, to meet the needs of the specific user groups, and validated by tests in the pilot environment (i.e., Task 6.4).

The decision-making tool's basis is an adaptation of a recommender system, which is a technology-based on machine learning that identifies patterns within large data sets and matches desired states (in ENCHANT, it is substantial changes in energy efficiency) with behavioural or demographic patterns in the population. The structure of the recommender system envisioned for ENCHANT is illustrated in Figure 2.

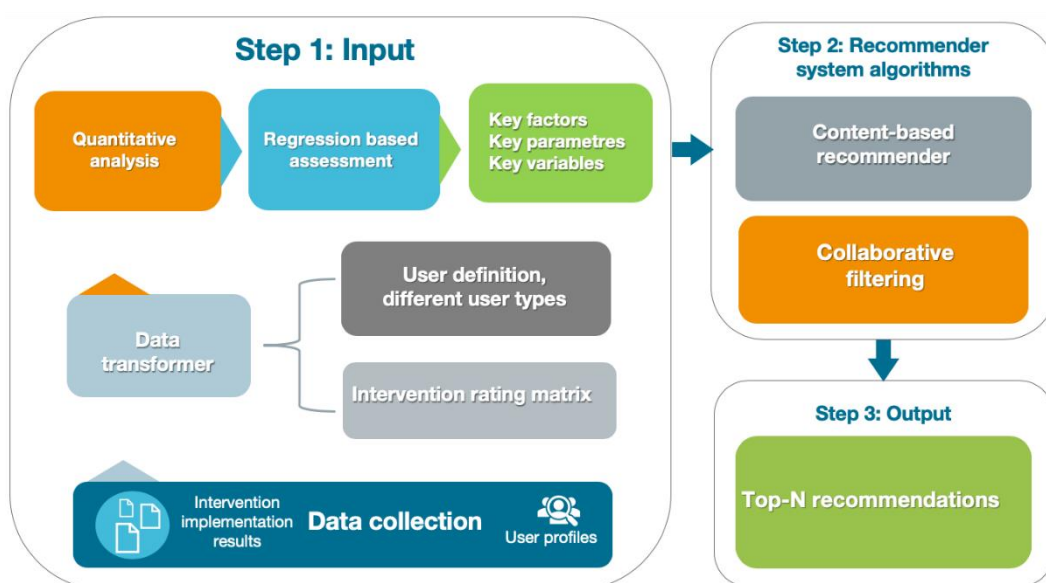


Figure 2 Framework of the ENCHANT recommender system



A machine learning system like the recommender system needs substantial data input to provide reliable and useful output. Therefore, the main purpose of Step 1, depicted in Figure 2, is to prepare the necessary data sources and information for the learning stage. Data from WP2, WP3, WP4 and WP5 **is** harvested and transformed to fit the requirements of the following steps 2 and 3. Analyses conducted in WP3 and WP5 **are** complemented with additional analyses of primary and secondary data tailored to feed into the recommender system process to figure out the key factors and their relations. Clustering techniques **are** used to define homogenous user groups. A regression-based methodology **is** used to match user profiles, intervention profiles, and intervention effects.

The main task of Step 2 is to implement and train the recommender systems. Two recommender systems – a content-based recommender and a collaborative filtering recommender – will be the starting point in this step. The content-based recommender aims to suggest the intervention packages that are similar to the ones that yielded the best results in terms of energy efficiency improvements and user well-being in the past for specific user-groups. The similarity of the interventions is determined depending on the similarity of profiles of the compared interventions for the user group. For instance, if a user from a specific user group has responded well to an intervention in the past which is including a discount of energy-efficient household appliances, the program can learn to suggest other interventions from this category for this user. A Collaborative Filtering recommender is a popular technique for a recommender system that bases its recommendations on the ratings of *other users* in the system. This system learns to use the past ratings of users to predict or recommend a new intervention that an individual user will like, based on the similarity of the user profiles and intervention packages. The similarity between users or between interventions is expressed as a function of agreement between past ratings or preferences. Four parameters will be analysed and used as measuring factors to provide the recommendations:

- User similarities: Determine user similarities based on clustering in rating patterns in the survey and energy use patterns within the target user group. Then use this information to estimate predictions and recommendation for similar user groups.
- Intervention similarities: Analyse the clustering among the interventions and produce predictions based on conclusions made from related intervention techniques.
- Cosine similarities: Identify the similarity between two interventions that are considered as vectors in the user group space. This means that similarity of interventions is assessed based on the response patterns they create across different user-groups, thus being a higher-order assessment of similarity as compared to the similarity measures described in the first two bullet points.
- Pearson or Spearman correlations: Assess the relationship between two user responses, two intervention profiles or between (degrees of) interventions and



user response ratings through correlational analysis. The stronger the correlation, the more closely related the two concepts are.

Step 3 is based on the results obtained from Step 2. The trained algorithm will be able to provide the most relevant recommendations of interventions for specific given target groups to energy decision-makers. The recommendations will be a set of interventions or intervention packages, which provides different options to the decision-makers to choose the best strategy to implement according to the customers/companies' situation. In this final step, the decision-making tool will be implemented as a web-based dialogue system, where the decision-maker will be able to define the target groups for the intervention and will be provided with the recommended list of most likely successful interventions. The more information the user of this web-tool can provide, the more accurate this recommendation process will work. However, well-trained recommender systems have been shown to work relatively well already with limited input.

The design of the recommender system in ENCHANT will be closely coordinated with the user-partners so that it will be adjusted in terms of user feedback. Issues about data privacy related to the data handled in the recommender system will be addressed in WP1 before the data handling in Step 1. The maintenance of this tool after the project is part of the business plans developed in the exploitation strategy in WP7.

3.7 WP7 (NSR)

WP7 **derived** a multimedia platform for presenting ENCHANT throughout the project period, and beyond. It also **derives** a strategy for effective dissemination and exploitation of the ENCHANT results to all relevant users of the web-based tool. WP7 is essential for raising the project's impact on policy, business, and citizen initiatives in promoting energy efficiency. It has to guarantee that the valuable knowledge and new data on individual and collective engagement in the energy field are transferred to those actors who can convert it into tangible actions and new projects in the field of energy efficiency. WP7 relies on the results to be delivered by WP 2-5 for its execution, plus their interpretation with regard to policy relevance in WP5. Methodologies to be applied are limited to a sound dissemination and communication plan, with clear target audiences and effective ways of reaching them. Furthermore, it proposes a lean methodology for elaborating business plans for those outputs of the project, for which commercial and non-commercial exploitation is possible, not the least the web-tool **and the intervention platform** which will require a maintenance concept for the time after the project.

The dissemination activities will consider the perspective of gender in accordance with the European Council (EC) strategy on gender equality in research and innovation. During ENCHANT's dissemination activities, WP7 will consider the perspective of gender in the following ways: during the visual design of the dissemination material, web page and other components of the dissemination activities, a positive relationship between female



characters and energy will be established; a gender-neutral language will be sought; gender-relevant findings of the project will be tagged as such on the project website and in press releases and other communications.



4. Data Management

This chapter describes the procedures applied in ENCHANT for the different steps of data collection, management, storage, and publication in detail.

4.1 Formal ethical approval

The compliance with national and European regulations is embedded in the concept and activities of ENCHANT. Ethical and societal dimensions as well as national and international regulations will be considered at all stages of the ENCHANT project. All proposed ENCHANT tasks are permissible under the applicable laws and regulations, given proper observance of requirements. All project beneficiaries have existing and operational policies regarding potential ethics issues. Table 3 identifies the data protection officer or national agency responsible for the approval of every data collection activity or inquiry for secondary data of the partners. Their opinion will be guiding for how ENCHANT handles the different types of data. The necessary actions will be taken by the project management and all beneficiaries to ensure compliance with applicable European and national regulations and professional codes of conduct relating to personal data protection. This will include, in particular, Directive 95/46/EC regarding data collection and processing, the General Data Protection Regulation (GDPR, 2016/679) that entered into effect in May 2018, and respective national requirements, ensuring legal and regulatory compliance.

NTNU confirms that the Data Protection Officer (DPO) has been appointed and the contact details of the DPO will be made available to all data subjects involved in the research. For beneficiaries not required to appoint a DPO under the GDPR, a detailed data protection policy for the project will be kept on file and submitted to the EC services upon request. Each beneficiary will submit a confirmation within this respect to the coordinator.

In order to fully comply with the research ethics requirements, the following sections address ethical aspects relevant for ENCHANT's planned research activities, which involve human participants, personal data collection and processing, and involvement of non-EU countries.

4.1.1 Involvement of human participants

ENCHANT **involved** the voluntary participation of adult participants within WP4 and WP5 activities. Dedicated surveys, interviews, and questionnaires **were** implemented within tasks 4.3 and 5.1. With respect to mandatory ethical requirements, the consortium **implemented** the following steps concerning these activities:

- **Submitted** procedures and criteria described below that will be used to identify potential research participants, also as a separate deliverable (D1.7).



- **Delivered** the informed consent procedures that will be implemented for the participation of humans described below, also as a separate deliverable (D1.7).
- **Prepared** templates of the Informed Consent Forms and Information Sheets, in national languages whenever necessary, covering the voluntary participation and data protection issues in terms intelligible to the participants. The templates will be submitted to the EC services upon their request.

Table 3 Data protection officer or national agency per partner

Name of partners	Short name	Data protection officer / National agency (responsible for the approval of data collection/use/inquiry)
Norges teknisk-naturvitenskapelige universitet	NTNU	Norwegian Centre for Research Data (NSD)
Universita degli studi Roma Tre	ROMA3	Ing. Alessandro Masci
Izmir Ekonomi Universitesi	IUE	Prof. Dr. Yusuf Hakan Abacioğlu (Rector)
Universitatea Babes Bolyai	UBB	Dr. Raul-Ciprian Dăncuță
Energieinstitut an der Johannes Kepler Universität Linz Verein	EI-JKU	Marie Holzleitner
Smart Innovation Norway AS	SIN	Norwegian Agency for Shared Services in Education and Research (SIKT), previously referred to as Norwegian Centre for Research Data (NSD)
NTNU Samfunnsforskning AS	NSR	Ragnhild B. Overland
Izmir Buyuksehir Belediyesi	IBB	Güler Sağıt (Head of the Department of Information Technologies in IBB)
Gediz Elektrik Perakende Satis AS	GDZ	Ece Işık
Energie Kompass GmbH	EKG	Michael Niederkofler
Norges Naturvernforbund	NNF	Sahar Arazi
Viken fylkeskommune	Viken	Guro Hegna Svendsen
Fondazione Roffredo Caetani onlus	FONDA	Not required to designate the DPO pursuant to the UE 2016/679 regulation
Energia Positiva Società Cooperativa	ENPOS	To be identified
Electrica Furnizare SA	EFSA	Ionut Claudiu Anghel
Municipul Cluj-Napoca	MCN	Alina Nițulescu (Law department – Cluj Napoca City Hall)
Asociatia Centrul pentru Studiul Democratiei	ACSD	Melania Lese
Badenova AG & CO KG	BDNV	Verena Sameith

The consortium will ensure that all necessary procedures are followed, particularly with regard to the signing and collation of all necessary Informed Consent Forms prior to the collection of any data and storing the forms after the data collection. These Informed



Consent Forms **were applied** also for anonymous/online data collection, e.g., questionnaires where consent **was** given by clicking “start” in the online survey. All involved stakeholders and users **were** informed in detail about measures and the consortium **obtained** free and fully informed consent. Details of recruitment, inclusion, and exclusion criteria, and informed consent procedures **were** prepared ahead of the start of any proposed measures.

4.1.1.1 Details on the criteria and procedures used to identify/recruit research participants

The following **were** NOT involved in the project activities of ENCHANT:

- Children and/or adults unable to give informed consent.
- Vulnerable groups/individuals.

Participants to the primary quantitative data surveys **were** recruited from already registered members/customers/citizens of the user partners, members of national or local web-panels, or they **were** specifically recruited by the subcontracted survey companies or the user partners. Only survey companies complying with the regulations formulated in this DMP **were** subcontracted. The participants **were** sampled to be representative for each user case where possible. Participants should be 18 years or older and must be able to give informed consent (see point 4.1.1.3 below for consent/information sheet templates). They **were** informed about the aim of the study, the collected data, if relevant the aim of connecting the survey data with secondary datasets (such for example energy consumption data) via a pseudonymised key table. The participants **were** also informed about data handling, storage and pseudonymisation and anonymisation procedures as well as the publication of the anonymised data and its inclusion in the Open Data Pilot. This **was** done, in accordance with GDPR, in simple language, easy to understand for the participants. In cases the data collection will be conducted online, by following the link to participate, they explicitly **gave** their consent to participate. If participants **were** recruited from existing survey panels, they **earned** points in the point system of their panel operator as a reward for their participation. If they **were** recruited specifically for this study, they **participated** in a lottery of rewards for their participation **in some pilots**. Participants **were** also informed that they **could** withdraw their consent until the data is anonymised, without any disadvantages and without having to give a reason. A contact (telephone and e-mail) **was** provided where they can request to be informed about all data that is stored about them in the project. From the point of anonymising the data is no longer personal information.

For the other empirical studies, such as in-depth personal interviews, focus groups and workshops, information **was** presented in written form when participants **were** recruited. It **was** repeated immediately before the data collections started and the consent form **was** signed by the participant before the interview, focus group or workshop. Participants **were** also informed that they can withdraw their consent until the data is anonymised



without any disadvantages and without having to give a reason. A contact (telephone and e-mail) **was** provided where they **could** request to be informed about all data that is stored about them in the project. From the point of anonymisation, the data is no longer personal information. Participants of this part of the empirical work **were** recruited locally from the general population of customers/citizens/members of the user partners, who are older than 18 years and able to give informed consent. Participants **were** recruited through personal contact by the user case representatives, mailing lists, newspaper advertisement, snowball systems, posters, or the like. For the netnography, content in public fora is considered public information that can be analysed in an anonymised form.

4.1.1.2 Informed consent procedures

Before participation in an online survey, participants **were** invited to the survey via e-mail through the survey panel provider, the user partner who has access to the mail addresses, **or communication campaigns through social and other media**. E-mail addresses will not be shared within or outside the consortium. In the e-mail, the information from the informed consent form **was** presented and a link to the survey will be included. The participants will be instructed that by clicking the link they consent to participate in the study as described in the information included in the e-mail. A contact (telephone and e-mail) **was** provided where they can request to be informed about all data that is stored about them in the project. From the point of anonymisation, the data no longer includes personal information.

To the extent that interviews are conducted by project researchers, respondents **were** informed before being interviewed and asked for their consent. The principles of written informed consent **were** applied. Their participation in research activities (e.g., interviews, focus groups, workshops) **was** entirely voluntary. They **could** give notice of their withdrawal from research activities at any time. Participants are also informed that they **could** withdraw their consent until the data is anonymised without any disadvantages and without having to give a reason.

When applying automated digital data-tracking (e.g., in the form of keeping track of the overall number of clicks or visualizations on a specific web link, or responses in apps, social media, homepages or similar) as means of verifying intervention impact, both the user and the owner of the digital platform **were** informed beforehand, and their consent **was** sought. **ENCHANT did not use this data collection option other than for tracking the effectiveness of communication campaigns for the intervention platform (by tracking how many mails were opened, how many of the facebook posts were read, how many clicked the link, etc.).**

4.1.1.3 Informed consent forms and information sheet

The information sheets and consent forms **were** based on the standard form provided by the Norwegian Centre for Research Data (NSD – Norwegian organization acting as Data



Protection Officer concerning GDPR for social science research organizations, **now referred to as SIKT**) and **were** in line with national regulations. Annex II documents all consent forms.

4.1.2 Data collection and processing

Three significant steps must be followed related to Data Collection and Processing:

- Copies of opinion or confirmation by the competent Institutional Data Protection Officer and/or authorization or notification by the National Data Protection Authority (whichever applies according to the GDPR and the national law) must be submitted from the partner collecting the data to the coordinator for archiving.
- If the position of a Data Protection Officer is established, their opinion/confirmation that all data collection and processing will be carried out according to EU and national legislation should be submitted from the partner collecting the data to the coordinator for archiving.
- Detailed information must be provided from the partner collecting the data to the coordinator for archiving on the procedures that will be implemented for data collection, storage, protection, retention, and destruction, and confirmation that they comply with national and EU legislation.

4.1.2.1 Copies of opinion/confirmation by the Institutional Data Protection Officer/Authority

All partners of the consortium that collect and process data **agreed** that they will do so according to the GDPR and the national law. All confirmations by the institutional or national data protection officers regarding the conduction of data collections in ENCHANT in accordance with EU and national legislation are collected in Annex III of the DMP.

4.1.2.2 Information on the procedures for data collection, storage, protection, retention, and destruction

This DMP provides information on the procedures that will be implemented for data collection, storage, protection, retention, and destruction in ENCHANT (see 4.2 – 4.8 below). All procedures are in accordance with the principles of the “Guidelines on Data Management in Horizon 2020”.

4.1.3 Involvement of non-EU countries

ENCHANT has the coordinator not situated in the European Union but Norway. There are also partners from Turkey involved. Due to the ENCHANT project nature and its activities, the data might be transferred from a non-EU country to the EU and vice versa to allow for joined analyses and storage of all data in the common database. With regards to this, the



consortium confirms that such transfers comply with the laws of the country in which the data was collected, and such transfers are in accordance with Chapter V of the General Data Protection Regulation 2016/679. All data transferred between project partners (within or outside the EU) will be restricted to pseudonymised or anonymised data and the transfer will only be made in encrypted form via secured channels.

4.2 Data collection procedures

In order to achieve quality assurance, quality control, and consistency throughout the project, specific data collection procedures will be added to the DMP as they are developed by the involved partners ahead of the different data collections. All procedures will be developed to meet general scientific quality criteria for data collections as indicated in the following:

- Accuracy:
Is the data collected correct and complete?
Are the data entry procedures reliable?
- Efficiency:
Are the resources used to collect data the most economical available to achieve those objectives?
- Effectiveness:
Have the objectives been achieved?
Have the specific results planned been achieved?
- Feasibility and timeliness:
Can data be collected and analysed cost-effectively?
Can it provide current information in a timely manner?
- Relevance:
What is the relevance of the data/information/evidence for primary stakeholders?
Is data collection compatible with other efforts? Does it complement, duplicate, or compete?
- Security:
Is the confidentiality/privacy and protection of the data ensured?
- Utility:
Does data provide the right information to answer the questions posed?

4.2.1 Literature search

The literature search was conducted in WP2. In line with the overall stated goals of ENCHANT, in the early phases of the project (and of WP2 in particular), we analysed published studies, systematic reviews and meta-analyses, that were identified as useful to provide a synthesis of this literature body. In reviewing this broad corpus of studies, our purpose was also to identify and discuss the good and bad practices that might affect the efficacy and the success of practical interventions aimed at steering the behaviours of individuals, groups, and communities in the direction of a sustainable energy transition, as well as the major contextual boundary conditions that are linked to successful



practices. Relevant literature was identified through search with the key terms' "energy" or "energy efficiency" and the following seven intervention techniques:

1. Feedback on own consumption
2. Social norms
3. Information including simplification
4. Monetary incentives
5. Commitment
6. Competition
7. Collective vs. individual framing

4.2.2 Document study

In WP3, a document study was conducted. The methodology applied for this data collection was informed by three elements: The ENCHANT grant proposal, the WP2 literature review output and a description of data needs delivered by WP6. The WP3 team performed a rigorous reading of the grant proposal to identify all relevant elements that support the initial research design. This reading fed into an initial analytical table containing the projects assessment criteria. The table categories were extended or merged during analysis to reflect the availability of data. A first table column was created to list the projects to be assessed. These were selected in a two-step process: the review of the CORDIS website, where topic-related projects have been selected on an implementation-year basis. To limit the number of projects under review and to secure for their conceptual relevance, we decided to admit into the analysis tool projects that were not older than 2018 (including in the process of implementation). A second step was a consultation process with the rest of the consortium, where partners were admitted into the working document and invited to add other relevant projects to the list, or to add to the analytical criteria. Based on this tool, the project review was performed. We assessed all major project deliverables, data sets and academic outputs in order to fill-in the assessment tool. The assessment criteria and list of projects was continuously revised in the process to exclude projects that, at a deeper analysis, proved not to fit the interest area of ENCHANT.

4.2.3 Meta-analysis

Relevant studies and datasets for the meta-analytic analysis have been identified in the document study outlined under 4.2.2. The data is analysed to calculate pooled effect sizes.

4.2.4 Re-analysis of existing data

WP3 further prepared the re-analysis of existing data. From a methodological point of view, this step builds upon the work performed by WP2 and published in deliverable D2.1.



which had selected publications resulting from behavioural interventions, through a highly complex search method. WP3 made important use of this database to perform its work. WP3 performed a systematic analysis of these articles based on the methodology developed in D3.1. Without going into the details of this methodology, which was described thoroughly in our first report (D3.1), it is sufficient to say that it is ties between ENCHANT objectives as described in the grant proposal, the conclusions of the WP2 literature review and a very detailed a description of data needs delivered by WP6. Based on the assessment, only the most relevant academic articles have been kept for a more detailed review. This procedure not only ensured consistency with previous project outputs, but also it made sure that conclusions and results are relevant for the work of ENCHANT. Available datasets for re-analysis were identified in this step.

Likely, the reanalysis of existing data was restricted to anonymised datasets, thus the data does not fall under the GDPR.

4.2.5 Surveys

Surveys were conducted in the following pilots:

- a) **Transnational Intervention and survey platform:** The platform included a starting survey and six weekly surveys (see Annex VI). It was translated into six languages and implemented in Norway, Germany, Austria, Italy, Romania, and Türkiye. At the point of delivery of this document, the study was ended in Norway and Germany. Participants were recruited through the communication channels of all user partners. Additional recruitment from survey platforms like prolific will happen over the summer to supplement the data in countries with low response rates. Documentation of the opinion of the data security officer and NSD/SIKT can be found in Annex III).
- b) **Norway:** A study of users of the two existing online energy efficiency counselling websites “energismart.no” and “energiportalen.no”. These platforms offer an interactive online counselling about improvements to the energy efficiency of the vistor’s houses and provide information on contractors who could implement. The platforms also give assessments of potential monetary savings. On both platforms, a pop-up invitation to answer a survey was placed from December 2021 to December 2022. People were invited to answer an online survey (see Annex VI). This survey was a repetition of a similar survey which was conducted by NTNU on representative national samples of homeowners earlier. The data from these surveys was used as a comparison group for the data coming from the users of the websites.
- c) **Germany:** In addition to participation in the transnational platform, the user partner badenova implemented a number of surveys: (a) in a pilot evaluating experiences with the pontos water monitoring system, pilot users were surveyed before, right after, and a couple of months after the implementation of the system.



See Annex VI for the survey questions (the questions were mostly open ended). (b) Together with their network partners CO2COMPASS and the City of Freiburg, they conducted a quantitative online survey (see Appendix VI). Consent forms can be found in Annex II.

- d) **Italy:** In Italy, two studies including surveys were conducted: (a) Visitors of the Ninfa gardens were surveyed on site in two waves (spring and autumn 2022). The surveys can be found in Annex VI, consent forms in Annex II, and the opinion of the data protection officer in Annex III. (b) Customers of Energia Positiva were invited to an experiment with a pre- and post-survey (see Annex VI). The consent form can be found in Annex II and the opinion of the data protection officer in Annex III.
- e) **Romania:** Two surveys have been performed in the Electrica pilots as follows: one inception survey addressing the Electrica online customer pool based on which the pilots were designed; a second survey was applied with the online pilots as a follow-up with clients; no survey was applied in the offline pilot. Additional quantitative data collection was performed during the focus groups performed by Electrica. All these surveys were performed based on the individual contracts that Electrica customers have with the company, which include GDPR provisions and a data collection regime and also based on dedicated consent forms included at the beginning of each online survey performed. The focus groups were conducted following European GDPR requirements by communicating consent.
- f) **Austria:** To evaluate the effects of the energy communities pilot implemented by the Austrian user partner Energiekompass, surveys with pilot customers of Regional Energy Community services were conducted (see Annex VI). The consent form can be found in Annex II and the opinion of the data protection officer in Annex III..
- g) **Türkiye:** Other than participating in the transnational intervention platform, no surveys were conducted in Türkiye.

4.2.6 Quantitative experiments

Experiments were implemented in all countries:

- a) **Transnational intervention platform:** In the Platform, six interventions (information, competition, social norms, collective framing, feedback, commitment) were randomly assigned individually and in theoretically derived combinations to 12 experimental groups. The participants reported their electricity use data for a period of five weeks (6 measurements). Two control groups were implemented (one with measurements every week and one with measurements only in week 1 and 6). The design of the study and the interventions can be found in Annex VI. The consent form can be found in Annex II and the opinion of the data protection officer in Annex III.



- b) **Norway:** The study on the energy counselling platforms had a quasi-experimental design comparing the site users with a comparison group of representative households surveyed earlier. The intervention studied here are financial incentives and information. The consent form can be found in Annex II and the opinion of the data protection officer in Annex III.
- c) **Germany:** In Germany, the experimental interventions were restricted to the transnational intervention platform.
- d) **Italy:** Italy conducted two experiments. In the Ninfa gardens study, effects of information and monetary incentives provided through information boards in the gardens close to the antique water-power turbine were compared against days without the information boards. In an experiment with the customers of Energia Positiva, a randomized experiment with social norm communication was tested against a control group.
- e) **Austria:** In Austria, a real world implementation of energy communities was rolled out, but not in an experimental design.
- f) **Romania:** In Romania, three experiments were conducted: (a) A quasi-experimental real-world test of financial incentives to increase public transportation use, where public transportation was free on Fridays in the intervention period. Effects were compared against days with normal prices. (b) a pilot for the large-scale Electrica experiment was conducted with the customers subscribed to the company's online communication (app users). Different communications based on social norms, financial incentives, and information were sent randomly to the users and effects on energy consumption were evaluated. (c) the most effective communication from (b), namely the monetary intervention, was used in a large-scale roll out where the same interventions were sent through a leaflet in the energy bill to Electrica consumer households in Romania, which were then compared in an aggregated form to the aggregated national consumption patterns during the intervention months. Also, the consumption patterns of a representative sample of the intervention households were compared to their own consumption patterns manifested in the same months of the previous two years prior to intervention.
- g) **Türkiye:** Two interventions were conducted in Türkiye: (a) a series of posters with social norm and information-based messages encouraging public transportation use were placed near randomly selected bus, tram, and ferry lines in Izmir. Effects of the poster intervention were compared to lines without this intervention. (b) The customers of Gediz were sent short communications to promote electricity saving based on social norms and information through their electricity bills in randomly selected districts, which were compared against districts without the communication in the bill.



4.2.7 Online data tracking

To a limited degree, ENCHANT used online data tracking. This was done as part of the evaluation of the recruitment strategies for the transnational intervention platform. Where possible, information was collected for online recruitment efforts to detect reading / opening rates of facebook posts, tweets, e-mails, etc. The platform itself also tracks the number of unique visitors and the opening/reading of the e-mail communication sent through the platform. All of these statistics are anonymized.

4.2.8 Energy and mobility use data

In some pilots, objective energy use and mobility data is used based on data user partners shared access to:

- a) **Romania:** In Romania, three experiments were conducted: (a) A quasi-experimental real-world test of financial incentives to increase public transportation use, where public transportation was free on Fridays in the intervention period. Effects were compared against days with normal prices. (b) a pilot for the large-scale Electrica experiment was conducted with the customers subscribed to the company's online communication (app users). Different communications based on social norms, financial incentives, and information were sent randomly to the users and effects on energy consumption were evaluated. (c) the most effective communication from (b), namely the monetary intervention, was used in a large-scale roll out where the same interventions were sent through a leaflet in the energy bill to Electrica consumer households in Romania, which were then compared in an aggregated form to the aggregated national consumption patterns during the intervention months. Also, the consumption patterns of a representative sample of the intervention households were compared to their own consumption patterns manifested in the same months of the previous two years prior to intervention.
- b) **Türkiye:** (a) Aggregated electricity use data was shared by Gediz for the intervention and control districts of the experiment before, during, and after the interventions. (b) Public transportation data was shared by Izmir Metropolitan Municipality for the intervention and control stations of the experiment before, during, and after the interventions.
- c) **Italy:** Electricity use data of the participants in the Energia Positiva intervention was shared by the company before, during and after the intervention.
- d) **Austria:** Electricity use and sharing of the participants in the energy communities was monitored in aggregate for the whole user base. Electricity use on individual level has not been tracked.



4.2.9 Interviews

Interviews were conducted in the following countries (mostly as online interviews):

- a) **Norway:** Online interviews were conducted with users of the energy counselling websites. The interview guide can be found in Annex VI. The consent form can be found in Annex II and the opinion of the data protection officer in Annex III.
- b) **Italy:** Interviews were conducted with customers of Energia Positiva. The interview guide can be found in Annex VI. The consent form can be found in Annex II and the opinion of the data protection officer in Annex III.
- c) **Transnational:** Interviews were conducted internally in ENCHANT with user partners and scientific partners to capture the experiences with the project. The interview guide can be found in Annex VI. The consent form can be found in Annex II and the opinion of the data protection officer in Annex III.

4.2.10 Focus Group

Focus groups were conducted online in Italy to explore the effects of the interventions in Energia Positiva further. The interview guide can be found in Annex VI, the consent form can be found in Annex II and the opinion of the data protection officer in Annex III. Six focus groups were also conducted by Electrica in Romania in order to follow up on some of the pilot findings. The interview guide can be found in Annex VI, the consent form can be found in Annex II and the opinion of the data protection officer in Annex III.

4.2.11 Netnography

Currently, a netnography is conducted by researchers from UBB, Roma3 and NSR. The focus is on effects of the energy crisis on energy saving and energy use. Social media sources (Facebook and Instagram) are used in this netnography as relevant for each national context. The ethical clearance for the Netnography can be found in Annex III

4.2.12 Workshop

Workshops were conducted in WP4 to prepare the intervention packages together with the user partners. Furthermore, the partner badenova conducted a series of workshops to stimulate participation in the transnational intervention platform and to discuss ideas for energy innovations locally. The agenda for these workshops can be found in Annex II. The consent form can be found in Annex II and the opinion of the data protection officer in Annex III.



4.2.13 Decision making architecture

In WP6, a decision-making architecture is developed, procedures are defined in D6.1, which is submitted in parallel.

4.3 Data documentation

All collected data shall include a metafile when stored on ENCHANT's secure storage solution and/or ENCHANT's SharePoint server accessible through the TEAMS frontend. The file will later be made available for external users of the data. This metafile shall include metadata concerning the kind of data included, involved personnel, date and duration of the data collection, variable names/labels, recruiting procedures, response rates, whether it is anonymised, related WPs and tasks, and finally a summary. Annexe IV provides two templates for such metafiles for qualitative and quantitative data sets that will be adapted during ENCHANT.

4.4 Data storage and curation

All personal data will be stored and protected on ENCHANT's encrypted server space for secure data storage, as described in 4.4.1. WP1 (NTNU) and WP3 (UBB) are responsible for the curation of all data collected in ENCHANT and its safe storage. The storage solutions for personal raw-data and anonymised data include daily backup routines to prevent data loss. The underlying (aggregated) data will be made available as supplemental information, in a thematic repository or on the Zenodo platform, and will be mentioned in the main text of the publication.

4.4.1 Protection of personal data

The ENCHANT consortium agrees that any Background, Results, Confidential Information and/or all data and/or information that is provided, disclosed or otherwise made available between the beneficiaries during the implementation of the Action and/or for any Exploitation activities ("Shared Information"), shall not include Personal Data as defined by the General Data Protection Regulation 2016/679 hereinafter referred to as the Data Protection Legislation. By exception to the principle described above, the beneficiaries may share Personal Data of individuals involved in the project to execute the Consortium Agreement or the Grant Agreement including but not limited to; names, job titles, e-mail addresses, and other related tele-contact information ("Business Contact Information"). The beneficiaries agree that the Business Contact Information will be only processed to the limited extent required to manage the business relationship between the members. Each beneficiary, its affiliated entities, and its contractors may, wherever they do business, store and otherwise process such Business Contact Information. Where notice to or consent by the individuals is required for such processing, each beneficiary, as applicable, will provide notice or obtain such consent as applicable.



The ENCHANT project implies collecting different personal data from numerous individuals (i.e., personal data of the third parties) during the project's implementation. The ENCHANT consortium will pay dedicated attention to whether and how well the processes and procedures have been applied when processing different personal data to the project data sets.

The non-anonymised raw-data and the key tables for anonymised data will be stored on secure server solutions, such as NTNU's own solution NICE-1, which comply with the Norwegian regulation regarding individual privacy. Each contact partner (including user partner and scientific partners) for the data collection tasks is responsible for storing these data and anonymising the datasets for the work in ENCHANT on storage locations with the following security standards. ENCHANT's server solutions comply with the regulations set by the TSD. Backup is performed through a regular backup system with the addition of encryption. The encryption key is only available on the dedicated terminal server with a copy stored in safes on two separate locations. Data transfers (import/export) to and from the services is handled by a special purpose file staging service and the project administrator controls access rights for all project members. By default, all project members are able to transfer data in, but only the project administrator can do a data transfer out. For security reasons the infrastructure is accessible only with a 2-factor login, i.e., the username, password and electronically generated secure code (like in internet banking applications). Connecting to the system is first done by accessing a login server via an encrypted SSH tunnel. From the login server, users will connect to project VMs via PCoIP (Windows)/ThinLinc (Linux). The login procedure requires a one-time password that is received through a smartphone/Yubikey.

The project has engaged beneficiaries from Norway and Turkey. Therefore, the personal data might be transferred from a non-EU country to the EU and vice versa. With regards to this, the ENCHANT consortium confirms that such transfers will comply with the laws of the country in which the data was collected, and such transfers are in accordance with Chapter V of the General Data Protection Regulation 2016/679. In accordance with Section 5.1.2 Humans, the templates of the informed consent forms and information sheets (in language and terms intelligible to the participants) will be submitted to the EC services upon their request.

4.4.2 Data anonymisation

All data collection and processing done during ENCHANT **was** carried out according to national legislation and the EU General Data Protection Regulation (Regulation (EU) 2016/679). The ENCHANT project **respected** the privacy of all stakeholders and users and **sought** free and fully informed consent where personally identifiable data is collected and processed, implementing suitable data handling procedures and protocols to avoid potential identification of individuals by anonymising and aggregating data. This **included** participants' data in activities that use techniques such as questionnaires, interviews,



workshops, or data tracking. Where necessary, the data will be anonymised at the earliest possible point in time. The mapping of the anonymised ID and the person will be safeguarded and will not be available to persons other than the ones working with the data. Results may be used in anonymised or aggregated forms of analysis and may subsequently be published in project reports and scientific papers. All beneficiaries will handle all material with strict care for confidentiality and privacy in accordance with the legal and regulatory requirements, without any harm to participants, stakeholders, or any unknown third parties. At the end of the project, all data will be anonymised, and the key tables for the mapping of the anonymised ID and the person will be deleted.

Anonymised data will be stored at the ENCHANT's SharePoint solution in an encrypted and password-protected form (see Section 4.4.4). ENCHANT partners have access to this solution through personal logins provided by NTNU. The overall folder structure is based on the ENCHANT WP structure; each WP folder includes a data subfolder, and these will include folders for the specific kinds of data produced.

4.4.3 Data minimisation

All collected data are relevant to the ENCHANT project and **were** exclusively limited to the purposes of the successful implementation of the action. The type of data collected and data collection processes are in accordance with the 'data minimisation principle'. The data collection and processing **were** done to serve the closely engaged stakeholders' interests and society overall.

4.4.4 Technical and organizational measures (TOMs)

The technical and organisational measures (TOMs) that will be implemented to safeguard the rights and freedoms of the data subjects/research participants and a description of the security measures that are recommended to be implemented by the beneficiaries to prevent unauthorised access to personal data or the equipment used for processing are described in Annex V.

The following measures **were** implemented:

- clear definition of roles and responsibilities regarding data processing operations (including collection, storage, access, sharing, protection, destruction), as part of the data management process.
- clear definition of the purposes of the processing and no further processing without specific new consent of data subjects or their legal representatives.
- notification of the data processing to relevant national protection authorities, if applicable.
- security of data and their processing (hardware, networks and physical businesses security, confidentiality agreements with employees through which authorised



persons will notably commit to using the data for the strict purpose of the project, access control and log records).

- clear separation, each time it will be possible, between the different categories of data according to their degree of accuracy or reliability, particularly between data based on facts and data based on personal or technological assessments.
- enhanced protection of personal data.
- mechanisms ensuring data deletion when they are not anymore necessary to the purposes for which they were processed.
- no transfer of personal data to another party without a specific consent given by data subjects and their legal representatives; no transfer to third parties that do not ensure the same level of personal data protection.
- set up of procedures to ensure the efficiency of data subjects' rights, including their right of access, communication, rectification, erasure and to object.

4.4.4 Use of secondary data

ENCHANT will not only collect new data but also reanalyse existing data sources, such as datasets provided by the user partners. All these secondary data sources **contained** already anonymised datasets or **were** anonymised by the user partners before analysis, which **did** not allow identifying individuals directly or indirectly as a default. In cases where past energy use data **was** accessed on a personal level, the respective households need to give consent to that. Data **was** then pseudonymised for matching with primary data recorded in the project.

4.4.5 Tracking and observations

ENCHANT will apply automated digital data-tracking as means of verifying intervention impact. This **was implemented** in the form of keeping track of the overall number of clicks or visualizations on a specific web link, or responses in apps, social media, homepages or similar **during the recruitment for the pilots**. This **was** done only when consent **was** given by the user and the owner of the digital platform.

All collection and handling of personal data through tracking and observations **was** done following Directive 95/46/EC regarding data collection and processing, the General Data Protection Regulation (GDPR, 2016/679), and respective national requirements, ensuring legal and regulatory compliance. Data will be anonymised (see 4.4.2 Data anonymisation).

4.4.6 Encryption standards and procedures

All data files will be transferred via secure connections and in an encrypted and password-protected form (for example with the open-source 7-zip tool providing full AES-256 encryption: <http://www.7-zip.org/> or the encryption options implemented in MS Windows). Passwords will not be exchanged via e-mail but in personal communication



between the partners. The encryption solutions will be chosen in accordance with the ENCHANT partners' IT supports departments.

4.4.7 Filename standards

The filename shall always consist of document number, document title and issue (in this order). Underscore shall be used between document number, issue number and document title. There shall be no open spaces in the document title. Logical short versions of words can be used in the document title part of the filename to shorten the filename. If the document is a draft version, this is indicated by "DR" after Issue# and underscore. For example, in the Data Management Plan document, the first issue will be named ENCHANT-D1.4_DMP_1.

Table 4 Name standards of ENCHANT

XXX	XXX explanation	YYY	ZZZ
D	Deliverable	Report	1, 2, 3, etc.
MAN	Management	1.1, 1.2, 2.1, 2.2 etc.	1, 2, 3, etc.
DAT	Data files	1.1, 1.2, 2.1, 2.2 etc.	1, 2, 3, etc.
DOC	Data documentation file	1.1, 1.2, 2.1, 2.2 etc.	1, 2, 3, etc.
NOT	Notes	1.1, 1.2, 2.1, 2.2 etc.	1, 2, 3, etc.
MOM	Minutes of meeting	1.1, 1.2, 2.1, 2.2 etc.	1, 2, 3, etc.
PRE	Presentations	1.1, 1.2, 2.1, 2.2 etc.	1, 2, 3, etc.
PAP	Journal paper manuscript	1.1, 1.2, 2.1, 2.2 etc.	1, 2, 3, etc.

* XXX: Identifies which main category the document belongs to. In order to always easily identify the files, the project name ENCHANT - shall be included as a prefix to all document categories. YYY: Will always be a number assigned subsequently for each new doc in the XXX category and WP. ZZZ: Issue number.

To ensure that data files as well as any other file in ENCHANT have a clear name identifying the content, the following file name standards are used. All documents shall be numbered by their type of document, and the assigned subsequent numbering within each WP (first deliverable of WP1: D1.1, first deliverable of WP 2: D2.1).

The type of deliverable should be indicated using one of the following codes:

- R Document, report
- DEM Demonstrator, pilot, prototype
- DEC Websites, patent fillings, videos, etc.
- ETHICS Ethics requirement
- ORDP Open Research Data Pilot
- DATA data sets, microdata, etc.
- OTHER



4.5 Open access to ENCHANT's data

Data based on the empirical results (e.g., data and information collected via a web-based survey(s), workshops, and site visits etc.) from this project will be stored in an open-access database (e.g., Zenodo or EUDAT platforms). This database will be used to grant access to anonymised quantitative data after the project is ended. Qualitative raw data (e.g., recordings of interviews), however, will not be made open access because even after anonymisation identification might be possible through an in-depth analysis of speech patterns. The researchers have a duty of transparency to fully inform how the data will be used and to what purpose the data collected is for. Thus, the ethically compliant data collection will be guided by proportionality and follow the legal safeguards (described in WP1 and WP3) to minimise any risks related to the unauthorised release of personal and private information. The empirical work of WP4 and WP5 will be coordinated (for data management issues) by WP1 and then transferred into the database created by WP3, which is responsible for the collection of existing data and curation of ENCHANT data sets. Furthermore, ENCHANT will, in WP6, provide a decision-making support tool utilizing the data curated and collected in the project. Secondary data will only be made available to open access if the licensing with the owners of the data allows for that.

4.6 Deletion of data

Identifying personal data and key tables will be retained for a maximum of 1 year after collection completion to allow for thorough quality control. All such data will thus be deleted by **September** 2024 at the latest. At this point, all data will be anonymised. Anonymised data will not be deleted but stored and made available for future use through the Open Data Pilot.

4.7 Open data pilot

Wherever possible, ENCHANT thoroughly complies with the Open Research Data Pilot of the European Commission regarding research data generated by Horizon 2020 projects (see <https://www.openaire.eu/what-is-the-open-research-data-pilot>). ENCHANT beneficiaries will also check that the metadata of the publications is adequate for interoperability/reusability. The underlying (aggregated) data, where publication of the data does not collide with copyrights of the initial data providers, will be made available as supplemental information, in a thematic repository or on the Zenodo platform, and mentioned in the main text of the publication using ENCHANT data. ENCHANT provides access to all quantitative primary data (after anonymisation) collected (qualitative data will not be made available open access for GDPR reasons). Data will be made available as soon as ENCHANT primary research and publication interests are fulfilled. No embargo period is implemented once the ENCHANT publications are finished and no restrictions are foreseen to be put on the re-use of the data at this point. WP1 and WP3 are responsible for providing open access to the data.



4.7.1 General principles

All data in ENCHANT shall be open access if no other important principles stand against it (such as restrictions on secondary data or GDPR restrictions). In this respect, the Grant Agreement is binding, especially ARTICLE 25 — ACCESS RIGHTS TO BACKGROUND and ARTICLE 31 — ACCESS RIGHTS TO RESULTS are relevant for determining the potential need for access restriction to ENCHANT data.

4.7.2 Size of the data

The size of the data files is not **fully** determined at this point of the ENCHANT project yet. Given that ENCHANT will test evidence-based intervention packages using RCT approach combined with a participatory approach involving stakeholders and user partners of millions of European consumers, the data, which is collected through various data collection methods ranging from energy use data to self-report data, is expected to be large for conventional storage media such as portable hard drives.

4.7.3 Target group for the data use

The data provided in ENCHANT will be of interest to policymakers, businesses in the energy sector, stakeholder groups in the energy market and communities, and other researchers. They will be documented and presented in a way that makes them as easily accessible as possible.

4.7.4 Access procedures

The data made available through the open data pilot will be fully accessible without any restrictions (if exploitation benefits do not require an embargo period).

4.7.5 Documentation procedures

All data files provided by ENCHANT include metadata on the content of the data file and the context in which the data was collected. It is important to ensure the usefulness of the data for researchers and analyst not foreseen in the data collection. The documentation procedures will be constantly updated during the ENCHANT project.

4.7.6 Securing interoperability

For social science data, it is essential to document the use and source of theoretical concepts leading to data collections to ensure interoperability across different user groups. Sources for theoretical concepts and variables measures will be documented to ensure comparability with previous and future use. For quantitative data, the psychometric performance of the variables will be documented. The use of theoretical



concepts will be standardized within ENCHANT and with previous use of the variables and concepts wherever possible.

4.7.7 Search keywords and data identification

Each data set will be assigned a unique and persistent Digital Object Identifier (DOI) to make it identifiable when stored in a data repository. Each file will be tagged with keywords for search purposes: ENCHANT is always a keyword, furthermore, keywords describing the type of the data (e.g., “energy use data”, “focus group”, etc.), the participants (e.g., “energy consumer”, “stakeholder”, etc.), the type of topics included (e.g., “energy use”, “feedback”, etc.).

4.7.8 File types

Each data file in ENCHANT will be made available with accompanying documentation of its content. Quantitative data will be made available in standard data formats for popular statistical program packages to make reuse as easy as possible (e.g., csv, sav, or R with popular character encoding such as ASCII or UTF-8 without BOM). Qualitative data such as interview transcripts will be made available internally in its entirety in the form of text documents (e.g., in .pdf, .txt, .rtf or .docx format) in their original language. Besides, excerpts of transcripts and other qualitative data will be made available in English.



ANNEXES

- Annex I: Complete summary of all data collections and responsibilities
- Annex II: Documentation of consent forms
- Annex III: Confirmations by Data Protection Officers
- Annex IV: Data documentation templates
- Annex V: Recommended technical and organizational measures
- Annex VI: Surveys and interview guides



Annex I: Complete summary of all data collections and responsibilities

The following table presents a complete summary of all data collections in ENCHANT with the responsibilities indicated. The table will be constantly updated during the project as soon as data collections are started.

Data Collection	Source	Data	When	Format	Data Flow	Responsible for Data Production & Monitoring	Responsible for Data Preparation (transcription, data cleaning)	Responsible for Storage / Anonymisation	Responsible for Transfer to Long-term Storage	Data to Be Used by
Literature search	Published studies, reviews, meta-analysis	Relevant body of literature on behavioural interventions	M1-M10	Text files	WP2 collected publications on previous cases of intervention implementations; WP3 identified other datasets; WP5 collected literature on KPIs	WP2, WP3, WP5	WP2, WP3, WP5	WP2, WP3, WP5 (no anonymisation necessary)	WP2, WP3, WP5, WP1	WP4, WP5, WP6, WP7
Document study	Documents published by relevant stakeholders	Existing data and records from previous studies and research projects about interventions	M1-M10	Text files	WP2 collected publications on previous cases of intervention implementations; WP3 identified other datasets; WP5 collected literature on KPIs	WP2, WP3, WP5	WP2, WP3, WP5	WP2, WP3, WP5 (no anonymisation necessary)	WP2, WP3, WP5, WP1	WP4, WP5, WP6, WP7
Meta-analysis	Published studies, reviews, and meta-analytical syntheses on existing behavioural interventions	Data from both user-partners and previous projects on energy efficiency and consumer behaviour	M6-M13	Effect size data from other studies (extracted from papers or reports or requested from authors of these papers where not published)	Based on the input from the literature search and the document study, meta-analyses will be conducted	WP2, WP3	WP2, WP3	WP2, WP3	WP2, WP3, WP1	WP4, WP5, WP6, WP7



Re-analysis of existing data	Existing data sets, and studies on the topic of energy efficiency and consumer behaviour	The consolidated data set of previous projects	M3-M13	Secondary data from published or unpublished studies (scientific or user partner)	Data was collected and curated for the analyses in ENCHANT and new analyses were conducted on these data.	WP3	WP3	WP3	WP3, WP1	WP4, WP5, WP7
Surveys	Questionnaire	Participants' responses to questionnaire(s)	M10-M24	Primary data collections with quantitative surveys on participants in the pilots	The survey data was collected pre and post-intervention and then analysed in WP5 and WP6	WP5, WP6	WP5, WP6	WP5, WP6, WP3	WP5, WP6, WP3, WP1	WP5, WP6, WP7
Quantitative experiments	Experiments	Responses of experimental participants	M10-M19	WP4 implements RCT based experiments and collects indicators in alignment with WP5 and WP6	The data collected fed into the analyses in WP5 and WP6	WP4, WP6	WP4, WP6	WP4, WP6, WP3	WP4, WP6, WP3, WP1	WP5, WP6, WP7
Online data tracking	Digital information	Digital track of energy consumers	M10-M24	Use data of the implemented internet platforms/apps will be collected	The user data will be used in WP5 to evaluate the range of the used communication strategies	WP5	WP5	WP5, WP3	WP5, WP3, WP1	WP5, WP7
Energy use data	Energy providers	Energy use estimates of consumers	M10-M24	Energy use data will be obtained from energy providers or assessed based on self-reports	The energy use data feeds into the evaluation activities in WP5 and the tool development in WP6	WP5	WP5	WP5, WP3	WP5, WP3, WP1	WP5, WP6, WP7
Interviews	Stakeholders interviews	Responses of key informants and stakeholders	M8-M24	Personal interviews with selected participants will be conducted especially early in the implementation phase of the interventions to	The data from the interviews was used to adjust the implementation of the interventions in WP4 and feeds into the evaluation	WP5	WP5	WP5, WP3	WP5, WP3, WP1	WP5, WP6, WP7



				assess barriers and facilitators	activities in WP5 and the tool construction in WP6					
Focus group	Focus group discussions	Responses of focus group participants	M8-M24	Focus group interviews with selected participants will be conducted especially early in the implementation phase of the interventions to assess barriers and facilitators	The data from the focus groups was be used to adjust the implementation of the interventions in WP4 and feeds into the evaluation activities in WP5 and the tool construction in WP6	WP5	WP5	WP5, WP3	WP5, WP3, WP1	WP5, WP6, WP7
Netnography	Social media	Information on consumers' social media use and social dynamics	M6-M24	Expressions of energy users in publicly accessible internet fora will be analysed (post, tweets, comments, etc.)	The data will contribute to assessing the effects of the energy crisis in WP5	WP3	WP3	WP3	WP3, WP1	WP5, WP6, WP7
Workshops	Workshop discussions	Responses of workshop participants	M2-M21	Co-creation workshops with the user partners will be conducted to design and adjust the intervention packages	A series of national and joint workshops develop a common understanding of the intervention techniques and their adjustment to real-world conditions	WP2, WP4	WP2, WP4	WP2, WP4	WP2, WP4, WP3	WP4, WP7
Decision-making architecture	The historical and primary data sources	Data from secondary sources and data from ENCHANT	M17-M28	The AI analyses will build on primary and secondary quantitative data collected in ENCHANT	The AI algorithms will analyse primary and secondary quantitative data to define the	WP6	WP6	WP6	WP6	WP6, WP7



					decision support tool. The tool will be a major part of the exploitation plan.					
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Annex II: Documentation of consent forms

This Annex collects all Consent Forms and Information Sheets used in ENCHANT.

The first included document is the template for ENCHANT information sheets based on the general template provided by the Norwegian Centre for Research Data (NSD), **now referred to as SIKT**. The following are copies of Information Sheet and Consent forms used in data collection activities.



NSD Template

*This is a template for informed consent when processing personal data in research projects.
It can be used for surveys, observation, interviews, sound recordings, etc.*

Please delete the text in italics and insert your own text

*NB! The information must be concise and easily understandable for the reader.
Use clear and simple language, headings, and bullet points, active (not passive) language,
avoid foreign words.*

Are you interested in taking part in the research project “(insert title of the project)”?

This is an inquiry about participation in a research project where the main purpose is to *[Insert a brief description of the project purpose]*. In this letter, we will give you information about the purpose of the project and what your participation will involve.

Purpose of the project

Describe the purpose of the project in more detail and indicate the scope of the project.

Briefly outline the project's objectives/research questions

Indicate whether it is a research project, a doctoral thesis, a bachelor's/master's thesis, other student projects etc.

If you or others will use the collected personal data for other purposes (e.g., teaching or other research projects), describe these other purposes.

Who is responsible for the research project?

[Insert name of the institution(s)] is the institution responsible for the project.

If applicable, provide names and describe the cooperation with other institutions, external entities etc.

Why are you being asked to participate?

Describe how the sample has been selected (population, selection criteria and how many people have been asked to participate) so that it is clear why the person is receiving this inquiry

If applicable, indicate whether you have received the person's contact details from another (and indicate any approval/permission obtained in order to do this), or whether another has sent out this information letter on your behalf.

What does participation involve for you?



Describe the methods (online/paper-based survey, interview, observation, etc.), the scope, what type of information will be collected and how the information will be recorded (electronically, on paper, sound/video recording), e.g.,

- *« If you chose to take part in the project, this will involve that you fill in an online survey. It will take approx. 45 minutes. The survey includes questions about (describe the most important questions/topics). Your answers will be recorded electronically»*

If applicable, indicate that you also will collect information about the participant from other sources – such as registers, records/journals, educational records, other project participants, etc., e.g.:

- *«I will also ask your teacher to provide information about you in an interview. It will be information about (describe the most important questions/topics). I will record the interview and will take notes»*

If children will participate, provide information that parents/guardians may on request see the survey/interview guide etc. in advance.

If there are multiple groups of participants, be clear about what participation will involve for each group or give a separate information letter to each group.

Participation is voluntary

Participation in the project is voluntary. If you chose to participate, you can withdraw your consent at any time without giving a reason. All information about you will then be made anonymous. There will be no negative consequences for you if you chose not to participate or later decide to withdraw.

Expand on this if the person being asked to participate is in a situation where they are dependent on the person asking. E.g., «It will not affect your treatment at the hospital / your relationship with your school/teacher, place of work/employer etc.(..)»

Your personal privacy – how we will store and use your personal data

We will only use your personal data for the purpose(s) specified in this information letter. We will process your personal data confidentially and in accordance with data protection legislation (the General Data Protection Regulation and Personal Data Act).

- *Describe who, in connection with the institution responsible for the project, will have access to the personal data (e.g., the project group, student and supervisor, etc.)*
- *Describe which measures you will take to ensure that no unauthorized persons are able to access the personal data, e.g., «I will replace your name and contact details with a code. The list of names, contact details and respective codes will be stored separately from the rest of the collected data», you will store the data on a research server, locked away/encrypted, etc.*

If applicable, indicate:

- *the name of the data processor that will collect/work with/store data, e.g., online survey provider or transcription service*



- *that persons from other institutions will be given access to the personal data, name the institutions, indicate the number of people and what type of information they will have access to (e.g., whether they will have access to data that can be directly linked to individual participants, or to collect data that has been de-identified)*
- *that personal data will be processed outside the EU (e.g., fieldwork, analysis, cloud computing, conferences), name the institution and country, describe security measures.*

Describe whether participants will be recognizable in publications or not, and to what extent. If applicable, indicate what type of personal information will be published (e.g., name, age, occupation etc.).

What will happen to your personal data at the end of the research project?

The project is scheduled to end *[insert date]*. *Describe what will happen to the personal data, including any digital recordings, at the end of the project.*

If the collected data will not be anonymised at the end of the project: indicate the purpose of further storage/use of personal data (e.g., verification, follow-up studies, archiving for future research), indicate where the personal data will be stored, who will have access to it, and the date for anonymisation (or, if applicable, specify that the personal data will be stored indefinitely and give a reason for this).

Your rights

So long as you can be identified in the collected data, you have the right to:

- access the personal data that is being processed about you
- request that your personal data is deleted
- request that incorrect personal data about you is corrected/rectified
- receive a copy of your personal data (data portability), and
- send a complaint to the Data Protection Officer or The Norwegian Data Protection Authority regarding the processing of your personal data

What gives us the right to process your personal data?

We will process your personal data based on your consent.

Based on an agreement with *[insert name of the institution responsible for the project]*, NSD – The Norwegian Centre for Research Data AS has assessed that the processing of personal data in this project is in accordance with data protection legislation.

Where can I find out more?

If you have questions about the project or want to exercise your rights, contact:

- *[Insert name of the institution responsible for the project] via [insert name of the project leader]. For student projects, you must include contact details for the supervisor/the person responsible for the project, not just the student.*
- Our Data Protection Officer: *[insert name of the data protection officer at the institution responsible for the project]*



- NSD – The Norwegian Centre for Research Data AS, by email: (personverntjenester@nsd.no) or by telephone: +47 55 58 21 17.

Yours sincerely,

Project Leader
(Researcher/supervisor)

Student (if applicable)

Consent form

Consent can be given in writing (including electronically) or orally. NB! You must be able to document/demonstrate that you have given information and gained consent from project participants i.e., from the people whose personal data you will be processing (data subjects). As a rule, we recommend written information and written consent.

- *For written consent on paper, you can use this template*
- *For written consent, which is collected electronically, you must choose a procedure that will allow you to demonstrate that you have gained explicit consent (read more on our website)*
- *If the context dictates that you should give oral information and gain oral consent (e.g., for research in oral cultures or with people who are illiterate) we recommend that you make a sound recording of the information and consent.*

If a parent/guardian will give consent on behalf of their child or someone without the capacity to consent, you must adjust this information accordingly. Remember that the name of the participant must be included.

Adjust the checkboxes in accordance with participation in your project. It is possible to use bullet points instead of checkboxes. However, if you intend to process special categories of personal data (sensitive personal data) and/or one of the last four points in the list below is applicable to your project, we recommend that you use checkboxes. This because of the requirement of explicit consent.

I have received and understood information about the project *[insert project title]* and have been given the opportunity to ask questions. I give consent:

- ☐ to participate in *(insert method, e.g., an interview)*
- ☐ to participate in *(insert other methods, e.g., an online survey) – if applicable*
- ☐ for my/my child's teacher to give information about me/my child to this project *(include the type of information)– if applicable*



- ☐ *for my personal data to be processed outside the EU – if applicable*
- ☐ *for information about me/myself to be published in a way that I can be recognised (describe in more detail)– if applicable*
- ☐ *for my personal data to be stored after the end of the project for (insert purpose of storage e.g., follow-up studies) – if applicable*

I give consent for my personal data to be processed until the end date of the project, approx. *[insert date]*

(Signed by participant, date)



Vil du delta i forskningsprosjektet «Oppgradering av boliger: En studie med Viken fylkeskommune og Naturvernforbundet»?

Dette er en forespørsel om å delta i forskningsprosjektet «ENCHANT», som er finansiert av EUs forskningsprogram Horisont 2020. Prosjektet har som hovedmål å undersøke tiltak for å øke energieffektiviteten i europeiske husholdninger. I dette skrivet gir vi deg informasjon om målene for prosjektet og hva deltakelse vil innebære for deg.

Formålet til prosjektet – «Energy Efficiency through behaviour Change Transition Strategies (ENCHANT)» - er å gjennomføre utrulling av allerede vitenskapelig utprøvd intervensjonsteknikker som påvirker adferd under kontrollerte forhold. Formålet er å teste intervensjonenes anvendelighet under ulike forhold og på store utvalg av befolkningen. Intervensjonene blir utviklet, tilpasset og testet for å kunne utløse et potensial for energieffektivitet gjennom atferdsendringer i forskjellige regioner, og i samarbeid med lokale brukerpartnere.

ENCHANTs forskningsgruppe i Norge samarbeider med Viken fylkeskommune og Naturvernforbundet, og har som mål å vurdere et utvalg mulige intervensjoner. Hver av dem har fokus på ulike grupper og kategorier av målgrupper. Intervensjonen i denne delen av forskningsprosjektet er en kampanje for å øke energieffektiviteten i norske hjem via et nettsted (energiportalen.no og energismart.no), energirådgivning via telefon og energirevisjoner som skal tilbys i alle kommuner i Viken fylkeskommune og via Naturvernforbundet høsten/vinteren 2021/22. Mulige konsekvenser av energioppgraderingskampanjer i kommuner i Viken fylkeskommune og Naturvernforbundet vil først og fremst bli undersøkt gjennom surveyet: «Oppgradering av boliger, en studie med Viken fylkeskommune og Naturvernforbundet».

Ansvarlig for prosjektet er Institutt for psykologi, NTNU og NTNU Samfunnsforskning. Samarbeidspartnere Viken fylkeskommune og Naturvernforbundet sørger for rekruttering av deltakere til prosjektet.

Du får spørsmål om å delta i dette prosjektet fordi du er over 18 år og leter etter energirådgivning på nett, telefon og digitale befaringer.

Hvis du velger å delta i prosjektet, innebærer det at du fyller ut et spørreskjema på nett. Det tar rundt 15 minutter. Spørreskjemaet inneholder spørsmål om ulike typer av energieffektivisering, og om du enten har planlagt eller gjennomført noen av dem. Vi spør også om hva som motiverer til å foreta oppgraderinger og hva som eventuelt hindrer deg, hva dine oppfatninger og meninger om oppgradering er, og en del bakgrunnsinformasjon om deg. Svarene dine i spørreskjemaet registreres elektronisk, og blir anonymisert, slik at de ikke kan spores tilbake til deg. På slutten av skjemaet spør vi om vi kan kontakte deg om et år med et kort oppfølgings-spørreskjema eller om du er villig til å stille til et personlig intervju for å utforske temaet mer i dybden. Dersom du samtykker til en eller begge, vil vi be om epostadressen din for å kunne kontakte deg.

Det er frivillig å delta i prosjektet. Spørreskjemaet er fullstendig anonymt dersom du ikke registrerer epostadressen din for oppfølging. Dersom du velger å delta i oppfølgings-spørreskjema eller intervju kan du trekke samtykket ditt når som helst uten å oppgi noe grunn. All personlig informasjon vil da slettes. Det vil ikke ha negative konsekvenser for deg om du velger ikke å delta eller senere beslutter å trekke deg. Svarene dine er veldig verdifulle for oss også om du velger å ikke delta i oppfølgings-spørreskjema eller intervju.

Ditt personvern er viktig for oss, og vi vil bare bruke opplysningene dine til formålene vi har fortalt om i dette skrivet. Vi behandler opplysningene konfidensielt og i samsvar med personvernregelverket (GDPR).

- Forskere ved Institutt for psykologi, NTNU og NTNU Samfunnsforskning er ansvarlige for datainnsamlingen i spørreskjemaundersøkelsen.
- Det er kun forskere som er tilknyttet prosjektet ENCHANT ved Institutt for psykologi, NTNU, og NTNU Samfunnsforskning som vil ha tilgang til opplysningene.
- Ingen andre personer vil ha tilgang til personopplysninger.
- Datamaterialet vil bli kryptert og lagret på NTNUs server.
- Personopplysningene dine vil bli erstattet med en kode som lagres på egen navneliste adskilt fra øvrige data.
- Kun anonymiserte data vil deles med ENCHANTs andre prosjektpartnere.
- Data som kan kobles direkte til individuelle deltakere, vil IKKE bli delt med prosjektpartnere eller andre.

Med ditt samtykke vil data fra spørreundersøkelsen bli brukt i detaljerte analyser. Resultatene fra studien vil publiseres i rapporter og vitenskapelige artikler. All informasjonen du deler vil behandles fullstendig konfidensielt. Personopplysningene vil bli anonymisert slik at det ikke blir mulig å gjenkjenne deltakere i eventuelle publikasjoner.

Alle opplysninger du har kommet med vil bli fullstendig anonymisert når vi avslutter forskningsprosjektet, noe som etter planen er mars 2023. Data som samles gjennom ENCHANTs spørreundersøkelse i Viken fylkeskommune, vil imidlertid anonymiseres så snart som mulig (og senest 01.09.2022) slik at svar ikke kan spores tilbake til enkeltpersoner.

Dine rettigheter blir ivaretatt. Så lenge du kan identifiseres i datamaterialet, har du rett til:

- innsyn i hvilke personopplysninger som er registrert om deg, og å få utlevert en kopi av opplysningene,
- å korrigere personopplysninger om deg,
- å få slettet personopplysninger om deg, og
- å sende klage til Datatilsynet om behandlingen av dine personopplysninger.

Basert på ditt samtykke behandler vi personopplysningene du gir. På oppdrag fra Institutt for psykologi, NTNU, har NSD – Norsk senter for forskningsdata AS vurdert at behandlingen av personopplysninger i dette prosjektet er i samsvar med personvernregelverket.

Finn ut mer om prosjektet eller om du ønsker å benytte deg av dine rettigheter, ta kontakt med:

- Prosjektleder: Prof. Christian A. Klöckner, Institutt for psykologi, NTNU, på e-post (christian.klockner@ntnu.no) eller på telefon: +47 73 59 19 77
- Vårt personvernombud: Thomas Helgesen, Direktør organisasjon, NTNU, på e-post (thomas.helgesen@ntnu.no) eller på telefon: +47 930 79 038.

Hvis du har spørsmål knyttet til NSD sin vurdering av prosjektet, kan du ta kontakt med:

- Norsk senter for forskningsdata AS (NSD) på epost (personverntjenester@nsd.no) eller på telefon: +47 55 58 21 17

Med vennlig hilsen,

Christian A. Klöckner
Alim Nayum



Samtykkeskjema

Jeg har mottatt skriftlig informasjon om prosjektet «Oppgradering av boliger: En studie med Viken fylkeskommune og Naturvernforbundet», og jeg har forstått hva det innebærer å delta i prosjektet.

Jeg samtykker til

☐ *å delta i spørreskjema**

Og jeg samtykker til at

☐ *mine opplysninger behandles frem til prosjektet er avsluttet (ca. 31.03.2023) **



ALLEGATO 2 - Consenso Informato

MODULO CONSENSO INFORMATO

Io sottoscritto dichiaro di aver preso visione del Foglio Informativo concernente lo studio " ENCHANT - Energy Efficiency through behaviour Change Transition / DIALOGUES - Building a low-carbon, climate resilient future: secure, clean and efficient energy / CLEAN CULTURES - An approach for innovative Climate Learning, Evaluation and Action in Neighbourhoods." che si svolgerà in diversi siti sotto la supervisione del *Dipartimento di Scienze della Formazione dell'Università degli Studi di Roma Tre*.

In particolare dichiaro:

- di aver preso atto dell'informativa prevista dall'articolo 13 e 14 del D.lgs. 10 agosto 2016/679 per la partecipazione ad attività di ricerca scientifica e per il trattamento dei dati sensibili.
- di avere avuto a disposizione tempo sufficiente per poter leggere attentamente e comprendere quanto contenuto nel suddetto foglio illustrativo.
- di aver ricevuto dal Prof GIUSEPPE CARRUS o da uno dei collaboratori autorizzati allo svolgimento di questa ricerca scientifica esaurienti spiegazioni in merito alla mia richiesta di partecipazione allo studio.
- di essere stato informato del diritto di ritirarmi dalla ricerca in qualsiasi momento, senza dover fornire alcuna spiegazione.

Ciò premesso dichiaro

di acconsentire ☐

di non acconsentire ☐

a partecipare allo studio ed al conseguente trattamento dei miei dati personali sensibili.

data

cognome e nome della persona

firma della persona



Information Sheet and Consent forms used in data collection activities with Cluj-Napoca municipality and Echipa Electrica Furnizare, Romania, 2021/2022



NOTĂ DE INFORMARE/FORMULAR DE CONSIMȚĂMÂNT privind prelucrarea datelor cu caracter personal de către Societatea Electrica Furnizare SA

Deoarece protecția datelor cu caracter personal este deosebit de importantă, dorim să vă informăm când și de ce noi, Societatea Electrica Furnizare SA cu sediul în București, Sos. Ștefan cel Mare nr. 1A, Sector 1, (**Electrica Furnizare, noi**), în calitate de operator, vă prelucrăm datele cu caracter personal, care sunt drepturile dumneavoastră în calitate de persoană vizată, dar și modul în care vă puteți exercita aceste drepturi.

Atunci când vă prelucrăm datele cu caracter personal, acționăm responsabil și cu respectarea legislației europene și naționale în materia protecției datelor cu caracter personal, inclusiv a Regulamentului (UE) 2016/679 al Parlamentului European și al Consiliului din 27 aprilie 2016 privind protecția persoanelor fizice în ceea ce privește prelucrarea datelor cu caracter personal și privind libera circulație a acestor date și de abrogare a Directivei 95/46/CE (GDPR). Vom depune toate eforturile rezonabile pentru a vă proteja datele cu caracter personal aflate în posesia sau sub controlul nostru prin stabilirea unor măsuri rezonabile de securitate în vederea prevenirii, accesării, colectării, utilizării, divulgării, copierii, modificării sau ștergerii neautorizate, precum și a altor riscuri similare.

Vă rugăm să citiți în întregime acest document și să vă asigurați că îl înțelegeți. În situația în care aveți întrebări, vă rugăm să vă adresați în scris Responsabilului cu Protecția Datelor, la sediul Electrica Furnizare SA din București, Șoseaua Ștefan cel Mare nr. 1A, Sector 1, cod poștal 011736 sau la adresa de poștă electronică: protectiadatelor@electricafurnizare.ro.

Informații suplimentare privind protecția datelor cu caracter personal, inclusiv despre drepturile dumneavoastră în calitate de persoană vizată, găsiți pe pagina noastră de internet <http://electricafurnizare.ro/protectiadatelor>. Pentru o mai bună înțelegere a termenilor specifici folosiți, la finalul acestui document găsiți explicațiile acestora.

1. Datele cu caracter personal pe care le prelucrăm. Scopurile și temeiul prelucrării

Electrica Furnizare prelucra datele cu caracter personal furnizate direct de dumneavoastră.

Datele dumneavoastră cu caracter personal sunt prelucrate de noi în scopuri specifice și numai dacă prelucrarea este necesară pentru executarea contractului de furnizare a energiei electrice și/sau a gazelor naturale, dacă avem acordul dumneavoastră, dacă există o obligație legală care ne impune prelucrarea sau dacă avem un interes legitim pentru realizarea activității de prelucrare, după cum detaliem în cele ce urmează.

a) Prelucrarea în temeiul necesității executării contractului

Scopurile urmărite prin activitatea de prelucrare întemeiată pe acest temei legal sunt executarea și administrarea contractului de furnizare a energiei electrice și/sau a gazelor naturale.

În aceste scopuri prelucrăm: datele din actul de identitate (cum sunt numele, prenumele, adresa de domiciliu, seria și numărul actului de identitate); datele din acte de proprietate; numărul de telefon; adresa de e-mail; adresa de corespondență; adresa locului de consum; codul de client; numărul și data încheierii contractului; numărul locului de consum; semnătura; datele privind consumul de energie electrică/gaze naturale (efectiv și prognozat); codul locului de consum; numărul și seria facturii; data emiterii, data scadenței facturii și perioada de facturare; numărul intern de factură, simbolul intern și codul de bare factură; produsele și serviciile facturate; cantitatea de produse și servicii facturate; consumul mediu zilnic; periodicitatea citire index; tipul contorului, nivelul tensiunii, seria contorului; constanta contorului; cantitatea consumată; situația soldului, total factură, sold curent; alte date incluse în factura de energie electrică/gaze naturale; numele utilizator în contul *MyElectrica*; datele privind vechimea în muncă pentru persoanele care beneficiază de anumite drepturi conform reglementărilor specifice.

b) Prelucrarea în temeiul consimțământului

Scopurile urmărite prin activitatea de prelucrare întemeiată pe acest temei legal sunt promovarea/publicitatea serviciilor noastre prin activități de marketing, efectuare de sondaje de piață și verificarea gradului de satisfacție cu privire la serviciile noastre de furnizare a energiei electrice/gazelor naturale.

În aceste scopuri prelucrăm: numele, prenumele, localitatea de domiciliu/reședință, adresa de corespondență, numărul de telefon, adresa de e-mail, consumul mediu zilnic, cantitatea consum; numele utilizator în contul *MyElectrica*.

c) Prelucrarea în temeiul necesității îndeplinirii obligațiilor legale.

Electrica Furnizare va prelucra strict datele necesare pentru îndeplinirea punctuală a obligațiilor legale stabilite în sarcina noastră în calitate de furnizor de energie electrică/gaze naturale, respectiv obligația de contractare, de rezolvare a solicitărilor și plângerilor, de transmitere de informații și/sau rapoarte către autorități publice și/sau de reglementare.

În aceste scopuri prelucrăm: datele din actul de identitate (cum sunt numele, prenumele, adresa de domiciliu, seria și numărul actului de identitate); datele din acte de proprietate; numărul de telefon; adresa de e-mail; adresa de corespondență; adresa locului de consum; codul de client; numărul și data încheierii contractului; numărul locului de consum; semnătura; datele privind consumul de energie electrică/gaze naturale (efectiv și prognozat); codul locului de consum; numărul și seria facturii; data emiterii, data scadenței facturii și perioada de facturare; numărul intern de factură, simbolul intern și codul de bare factură; produsele și serviciile facturate; cantitatea de produse și servicii facturate; consumul mediu zilnic; periodicitatea citire index; tipul contorului, nivelul tensiunii, seria contorului; constanta contorului; cantitatea consumată; situația soldului, total factură, sold curent; alte date incluse în factura de energie electrică/gaze naturale; numele utilizator în contul *MyElectrica*; datele privind vechimea în muncă pentru persoanele care beneficiază de anumite drepturi conform reglementărilor specifice.

d) Prelucrarea în temeiul interesului legitim

Scopurile urmărite prin activitatea de prelucrare întemeiată pe acest temei legal sunt prevenirea și investigarea fraudelor, apărarea drepturilor și a intereselor noastre legitime sau ale altor persoane (în instanță sau în fața relației cu alte autorități sau terți) sau dezvoltarea activității noastre prin promovarea de servicii similare prin intermediul poștei electronice în relație cu clienții existenți.

În aceste scopuri prelucrăm: datele din actul de identitate (cum sunt numele, prenumele, adresa de domiciliu, seria și numărul actului de identitate); datele din acte de proprietate; numărul de telefon; adresa de e-mail; adresa de corespondență; adresa locului de consum; codul de client; numărul și data încheierii contractului; numărul locului de consum; semnătura; datele privind consumul de energie electrică/gaze naturale (efectiv și prognozat); codul locului de consum; numărul și seria facturii; data emiterii, data scadenței facturii și perioada de facturare; numărul intern de factură, simbolul intern și codul de bare factură; produsele și serviciile facturate; cantitatea de produse și servicii facturate; consumul mediu zilnic; periodicitatea citire index; tipul contorului, nivelul tensiunii, seria contorului; constanta contorului; cantitatea consumată; situația soldului, total factură, sold curent; alte date incluse în factura de energie electrică/gaze naturale; numele utilizator în contul *MyElectrica*; datele privind vechimea în muncă pentru persoanele care beneficiază de anumite drepturi conform reglementărilor specifice.



De asemenea, în baza acestui temei legal vă putem prelucra datele cu caracter personal pentru a vă transmite prin adresa de poștă electronică oferte pentru servicii similare celor deja contractate de la noi, atunci când ne-ați furnizat adresa de poștă cu ocazia încheierii contractului de furnizare a energiei electrice/gazelor naturale și nu v-ați opus acestei prelucrări.

2. Divulgarea datelor cu caracter personal

În afară de situațiile de la capitolul 1 lit. c), pentru îndeplinirea scopurilor de prelucrare menționate anterior, Electrica Furnizare poate să dezvăluie o parte sau toate datele cu caracter personal colectate de la dumneavoastră către următorii destinatari: furnizorii de servicii IT, furnizorii de servicii în activitatea de marketing/promovare, furnizorii de servicii de recuperare creanțe, furnizorii de servicii de facturare, furnizorii de servicii poștale, entităților din Grupul Electrica; distribuitorilor de energie electrică și gaze naturale.

3. Stocarea datelor cu caracter personal

Electrica Furnizare va stoca datele cu caracter personal pe durata îndeplinirii relației contractuale, precum și ulterior în vederea conformării cu obligațiile legale aplicabile, inclusiv cu cele referitoare la arhivare. În cazurile în care nu este reglementată perioada de stocare, vom avea în vedere termenele de prescripție aplicabile, alături de practicile recomandate în domeniul protecției datelor (de exemplu, datele cu caracter personal cuprinse în documentele financiar contabile sunt păstrate pentru o perioadă de 5 sau 10 ani în funcție de natura documentului).

4. Transferul datelor cu caracter personal către terți

Ca regulă, nu vom transfera datele dumneavoastră cu caracter personal către un stat terț (din afara Spațiului Economic European). În situații de excepție și doar dacă este necesar, transferul datelor dumneavoastră cu caracter personal în afara Spațiului Economic European se va face doar cu aplicarea unor măsuri de protecție adecvate conform prevederilor legale specifice în materia protecției datelor cu caracter personal și cu informarea dumneavoastră corespunzătoare.

5. Inexistența unui proces decizional automatizat

Nu luăm decizii bazate exclusiv pe prelucrare automată, inclusiv crearea de profiluri, care produc efecte juridice în privința dumneavoastră sau care vă afectează semnificativ.

6. Drepturile de care beneficiați și cum vi le puteți exercita

Drepturile privind prelucrarea datelor dumneavoastră cu caracter personal sunt următoarele:

▶ Dreptul de acces la date	Aveți dreptul să accesați datele pe care le prelucrăm sau le controlăm sau copii ale acestora. De asemenea, aveți dreptul să obțineți de la noi informații privind natura, prelucrarea și divulgarea acestor date.
▶ Dreptul la rectificarea datelor	Aveți dreptul să obțineți rectificarea datelor pe care le prelucrăm sau le controlăm, dacă acestea nu sunt exacte.
▶ Dreptul la ștergerea datelor	Aveți dreptul să obțineți ștergerea datelor pe care le prelucrăm sau le controlăm, în conformitate cu prevederile legale aplicabile în domeniul protecției datelor cu caracter personal.
▶ Dreptul la restricționarea prelucrării datelor	Aveți dreptul să restricționați prelucrarea datelor pe care le prelucrăm sau le controlăm, în conformitate cu prevederile legale aplicabile în domeniul protecției datelor cu caracter personal.
▶ Dreptul de a obiecta	Aveți dreptul să obiectați cu privire la prelucrarea datelor de către noi sau în numele nostru.
▶ Dreptul la portabilitatea datelor	Aveți dreptul să transmiteți/transferați către un alt operator datele pe care le prelucrăm sau le controlăm.
▶ Dreptul la retragerea consimțământului	În situațiile în care prelucrăm datele cu acordul dumneavoastră, aveți dreptul să vă retrageți consimțământul, fără a afecta legalitatea prelucrării de dinainte de retragere.
▶ Dreptul de a depune o plângere la autoritatea de supraveghere	Aveți dreptul să depuneți o plângere la autoritatea de supraveghere a prelucrării datelor cu caracter personal (Autoritatea Națională pentru Supravegherea Prelucrării Datelor cu Caracter Personal – ANSPDCP) cu privire la prelucrarea datelor de către noi sau în numele nostru.

Cum vă puteți exercita drepturile?

Cu excepția dreptului de a depune o plângere la autoritatea de supraveghere (plângerea se va depune conform instrucțiunilor de pe pagina de internet a autorității – www.dataprotection.ro), vă puteți exercita aceste drepturi prin adresarea unei solicitări scrise Responsabilului cu Protecția Datelor, la sediul Electrica Furnizare SA din București, Șoseaua Ștefan cel Mare nr. 1A, Sector 1, cod poștal 011736, sau la adresa de poștă electronică: protectiadatelor@electricafurnizare.ro.

7. Consimțământul dumneavoastră

Având în vedere cele de mai sus, vă rugăm să vă exprimați consimțământul pentru prelucrările de date cu caracter personal întemeiate pe acest temei legal, după cum urmează:

Sunt de acord ca Electrica Furnizare să îmi trimită comunicări comerciale privind serviciile și produsele sale (materiale publicitare, oferte de servicii și produse)

- ☐ DA prin ☐ servicii poștale
☐ telefon
☐ poștă electronică

☐ NU

Sunt de acord să particip la sondajele de piață efectuate de Electrica Furnizare

- ☐ DA prin ☐ servicii poștale
☐ telefon
☐ poștă electronică

☐ NU



Sunt de acord să particip la campaniile de verificare a satisfacției clienților efectuate de Electrica Furnizare

- ☐ DA prin ☐ servicii poștale
☐ telefon
☐ poștă electronică
- ☐ NU

Conform acordului exprimat prin bifarea corespunzătoare a căsuțelor de mai sus, doresc să primesc comunicări comerciale privind serviciile Electrica Furnizare (materiale publicitare, oferte de servicii și produse), să particip la sondaje de piață și/sau campaniile de verificare a satisfacției clienților efectuate de Electrica Furnizare, cu utilizarea următoarelor coordonate:

- ☐ servicii poștale la următoarea adresă: _____
- ☐ telefon la următorul număr de telefon: _____
- ☐ poștă electronică/e-mail la următoarea adresă: _____

Vă puteți oricând retrage consimțământul prin transmiterea unei solicitări scrise adresate Responsabilului cu Protecția Datelor, la sediul Electrica Furnizare SA din București, Șoseaua Ștefan cel Mare nr. 1A, Sector 1, cod poștal 011736, sau la adresa de poștă electronică: protectiadatelor@electricafurnizare.ro.

8. Ce se poate întâmpla dacă nu ne furnizați datele cu caracter personal?

Nu sunteți obligat(ă) să ne furnizați datele dumneavoastră la care facem referire în această notă de informare. Aveți libertatea de a decide ce date ne puneți la dispoziție. Totuși, dacă nu ne oferiți toate datele necesare încheierii sau executării contractului de furnizare a energiei electrice/gazelor naturale, derularea și executarea acestuia nu va fi posibilă. De asemenea, nu vom putea să vă răspundem la solicitări, cereri, întrebări legate de încheierea sau executarea acestui contract.

În cazul în care nu ne acordați consimțământul conform punctului 7, nu vom putea să vă trimitem comunicări comerciale privind serviciile, produsele ori promoțiile noastre și nu vă vom include în sondajele noastre de piață sau în campaniile de verificare a satisfacției clienților.

9. Când se aplică această *Notă de informare*

Această *Notă de informare* face referire doar la prelucrarea datelor cu caracter personal ale persoanelor vizate care intră în contact cu Electrica Fumizare, nefiind aplicabilă altor servicii sau produse oferite de alte persoane fizice sau juridice.

Nu acceptăm nicio răspundere în nicio situație pentru modul în care alte persoane fizice sau juridice vă prelucurează datele personale, inclusiv atunci când am făcut referire la produsele sau serviciile acelor persoane în comunicările cu dumneavoastră, pe website-ul nostru sau altfel.

10. Semnificatia termenilor specifici utilizati

Date cu caracter personal: orice informații privind o persoană fizică identificată sau identificabilă (denumită „persoană vizată”). O persoană fizică este identificabilă dacă poate fi identificată, direct sau indirect, în special prin referire la un element de identificare, de exemplu: nume, număr de identificare, date de localizare, identificator online, unul/mai multe elemente specifice, proprii identității fizice, fiziologice, genetice, psihice, economice, culturale sau sociale a respectivei persoane.

Operator: persoana fizică sau juridică, autoritatea publică, agenția sau alt organism care, singur sau împreună cu altele, stabilește scopul și mijloacele prelucrării. În raporturile dintre Electrica Furnizare și dumneavoastră, noi suntem operatorul datelor, iar dumneavoastră aveți calitatea de persoană vizată.

Persoană împuternicită: O persoană fizică sau juridică ce prelucrează date cu caracter personal în numele operatorului.

Persoană vizată: persoana fizică la care se referă (căreia îi „apartin”) anumite date cu caracter personal. Dumneavoastră aveți calitatea de persoană vizată.

Prelucrare a datelor cu caracter personal: orice operațiune/set de operațiuni efectuată/efectuate asupra datelor cu caracter personal sau asupra seturilor de date cu caracter personal, cu sau fără utilizarea mijloacelor automatizate; de exemplu: colectarea, înregistrarea, organizarea, structurarea, stocarea, adaptarea sau modificarea, extragerea, consultarea, utilizarea, divulgarea prin transmitere, diseminarea sau punerea la dispoziție în orice alt mod, alinierea sau combinarea, restricționarea, ștergerea sau distrugerea respectivelor date cu caracter personal/seturi de date cu caracter personal.

Echipa Electrica Furnizare

Nume si prenume

Adresa de domiciliu/reședință

Semnătura

Data

Ora:minut



Information Sheet and Consent forms used in data collection activities with Izmir municipality and Gediz, Turkey, 2021/2022

** Only anonymized data were be collected through Izmir municipality and Gediz. Therefore, no informed consent procedures are prepared.*



Intervention 1 – Pontos/hansgrohe – Online survey - Information and Declaration of
consent

Willkommen zur Umfrage „Nachhaltiger Umgang mit Energieressourcen“

Die folgende Umfrage findet als Teil des Projekts „Wassermanagementsystem Pontos“ statt. Um neue und innovative Angebote für Kunden zu entwickeln, arbeitet hierfür badenova mit der Hansgrohe Deutschland Vertriebs GmbH zusammen.

Das „Wassermanagementsystem Pontos“ ist ein Teilprojekt innerhalb des EU-Forschungsprojekts „ENCHANT“, dessen Ziel die Kundenbeobachtung zur Auswahl von Mechanismen zur Verhaltensänderung hin zu einem nachhaltigeren und schonenderen Umgang mit Energieressourcen ist.

Sie erhalten die Möglichkeit der Teilnahme an dieser Umfrage, da Sie sich bei der Registrierung als Pontos Testkunde dazu bereit erklärt haben, dass wir Sie im Rahmen des EU-Forschungsprojekts „ENCHANT“ erneut kontaktieren dürfen.

Ihre Teilnahme an der Umfrage ist **freiwillig** und **unentgeltlich**. Sie können zu jedem Zeitpunkt die Umfrage, ohne Angaben von Gründen, abbrechen.

Ihre Antworten werden über das Programm FormStack erfasst und **anonymisiert** gespeichert. Ein Rückschluss Ihrer Antwort auf Sie ist nicht möglich.

Die Verarbeitung Ihrer Angaben ist erforderlich für die Einordnung der Ergebnisse im EU-Forschungsprojekt „ENCHANT“. Die erhobenen Umfragedaten werden analysiert und durch die wissenschaftlichen Partner veröffentlicht. Ihre Angaben werden bis zum Ende des Projekts, im März 2023, **verschlüsselt** auf dem Server des EU-Forschungsprojekts gespeichert.

Durch einen Abbruch der Umfrage entstehen keine Nachteile für Sie.
Ihre Einwilligungserklärung können Sie jederzeit unter der angegebenen E-Mail Adresse widerrufen. Bei Fragen zur Umfrage können Sie sich gerne bei der unten aufgeführten Ansprechpartnerin melden:

Jasmin Steininger

Innovation@badenova.de

Für weitere Informationen zum Schutz der Daten können Sie die geltende [Datenschutzverordnung](#) des Projekts „Wassermanagementsystem Pontos“ ansehen.

Einwilligung*

☐ Ich habe die Datenschutzverordnung gelesen und bin mit der Datenverarbeitung einverstanden.

Willkommen zur Umfrage „Nachhaltiger Umgang mit Energieressourcen“

Die folgende Umfrage findet als Teil des Projekts „Wassermanagementsystem Pontos“ statt. Um neue und innovative Angebote für Kunden zu entwickeln, arbeitet hierfür badenova mit der Hansgrohe Deutschland Vertriebs GmbH zusammen.

Das „Wassermanagementsystem Pontos“ ist ein Teilprojekt innerhalb des EU-Forschungsprojekts „ENCHANT“, dessen Ziel die Kundenbeobachtung zur Auswahl von Mechanismen zur Verhaltensänderung hin zu einem nachhaltigeren und schonenderen Umgang mit Energieressourcen ist.

Sie erhalten die Möglichkeit der Teilnahme an dieser Umfrage, da Sie sich bei der Registrierung als Pontos Testkunde dazu bereit erklärt haben, dass wir Sie im Rahmen des EU-Forschungsprojekts „ENCHANT“ erneut kontaktieren dürfen.

Ihre Teilnahme an der Umfrage ist **freiwillig** und **unentgeltlich**. Sie können zu jedem Zeitpunkt die Umfrage, ohne Angaben von Gründen, abbrechen.

Ihre Antworten werden über das Programm FormStack erfasst und **anonymisiert** gespeichert. Ein Rückschluss Ihrer Antwort auf Sie ist nicht möglich.

Die Verarbeitung Ihrer Angaben ist erforderlich für die Einordnung der Ergebnisse im EU-Forschungsprojekt „ENCHANT“. Die erhobenen Umfragedaten werden analysiert und durch die wissenschaftlichen Partner veröffentlicht. Ihre Angaben werden bis zum Ende des Projekts, im März 2023, **verschlüsselt** auf dem Server des EU-Forschungsprojekts gespeichert.

Durch einen Abbruch der Umfrage entstehen keine Nachteile für Sie.

Ihre Einwilligungserklärung können Sie jederzeit unter der angegebenen E-Mail Adresse widerrufen. Bei Fragen zur Umfrage können Sie sich gerne bei der unten aufgeführten Ansprechpartnerin melden:

Jasmin Steininger

Innovation@badenova.de

Für weitere Informationen zum Schutz der Daten können Sie die geltende Datenschutzverordnung des Projekts „Wassermanagementsystem Pontos“ in der Anlage Ihrer E-Mail ansehen.

Einwilligung*

☐ Ich habe die Datenschutzverordnung gelesen und bin mit der Datenverarbeitung einverstanden.



ENCHANT

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Energie. Tag für Tag

hansgrohe



Willkommen zur Umfrage „Nachhaltiger Umgang mit Energieressourcen“ 2. Interview

Die folgende Umfrage findet als Teil des Projekts „Wassermanagementsystem Pontos“ statt. Um neue und innovative Angebote für Kunden zu entwickeln, arbeitet hierfür badenova mit der Hansgrohe Deutschland Vertriebs GmbH zusammen.

Das „Wassermanagementsystem Pontos“ ist ein Teilprojekt innerhalb des EU-Forschungsprojekts „ENCHANT“, dessen Ziel die Kundenbeobachtung zur Auswahl von Mechanismen zur Verhaltensänderung hin zu einem nachhaltigeren und schonenderen Umgang mit Energieressourcen ist.

Sie erhalten die Möglichkeit der Teilnahme an dieser Umfrage, da Sie sich bei der Registrierung als Pontos Testkunde dazu bereit erklärt haben, dass wir Sie im Rahmen des EU-Forschungsprojekts „ENCHANT“ erneut kontaktieren dürfen.

Ihre Teilnahme an der Umfrage ist **freiwillig und unentgeltlich**. Sie können zu jedem Zeitpunkt die Umfrage, ohne Angaben von Gründen, abbrechen.

Ihre Antworten werden über das Programm FormStack erfasst und **anonymisiert** gespeichert. Ein Rückschluss Ihrer Antwort auf Sie ist nicht möglich.

Die Verarbeitung Ihrer Angaben ist erforderlich für die Einordnung der Ergebnisse im EU-Forschungsprojekt „ENCHANT“. Die erhobenen Umfragedaten werden analysiert und durch die wissenschaftlichen Partner veröffentlicht. Ihre Angaben werden bis zum Ende des Projekts, im März 2023, **verschlüsselt** auf dem Server des EU-Forschungsprojekts gespeichert.

Durch einen Abbruch der Umfrage entstehen keine Nachteile für Sie.
Ihre **Einwilligungserklärung** können Sie jederzeit unter der angegebenen E-Mail Adresse **widerrufen**. Bei Fragen zur Umfrage können Sie sich gerne bei der unten aufgeführten Ansprechpartnerin melden:

Jasmin Steininger

Innovation@badenova.de

Für weitere Informationen zum Schutz der Daten können Sie die geltende Datenschutzverordnung des Projekts „Wassermanagementsystem Pontos“ in der Anlage Ihrer E-Mail ansehen.

Einwilligung*

☐ Ich habe die Datenschutzverordnung gelesen und bin mit der Datenverarbeitung einverstanden.





Intervention 1 – Pontos/hansgrohe – Interview – Declaration of consent

AW: Einwilligungserklärung für eine online Umfrage - ENCHANT



Beyer Stefan

An Steininger Jasmin
Cc Sink, Kirsten

 Antworten  Allen antworten  Weiterleiten 

Hallo Frau Steininger,

ja, das passt zu dieser Umfrage. Bitte irgendwo noch die Datenschutzerklärung der badenova Webseite verlinken ([weitere Hinweise zum Datenschutz](#)), da die allgemeinen Betroffenenrechte und Informationen zur verantwortlichen Stelle und zum Datenschutzbeauftragten usw. immer angegeben werden müssen.

Vielen Dank für die Abstimmung!

Mit freundlichen Grüßen

Stefan Beyer
Datenschutz und Informationssicherheit

badenova AG & Co. KG
Tullastraße 61
79108 Freiburg i. Br.
Telefon 0761 279-2425
Telefax 0761 279-542425
stefan.beyer@badenova.de



Weitere Mitmachaktion

Im Zuge von ENCHANT werden wir in den kommenden Wochen eine weitere Mitmachaktion starten. Hierbei handelt es sich um eine online Umfrage zum Thema "Nachhaltigkeit im Alltag" mit einer anschließenden Verlosung. Bei dem Hauptpreis handelt es sich um eine Mikro Photovoltaikanlage, die einfach am Balkon angebracht werden kann.

Wenn Sie auch hier mitmachen möchten, können Sie uns im Folgenden gerne Ihre Kontaktdaten übermitteln. Wir würden Sie dann direkt kontaktieren, wenn wir mit der Umfrage starten.

Anrede

☐ Herr ☐ Frau

Name

Vorname

Nachname

Email

Einwilligung Nachhaltigkeitsprojekt ENCHANT

☐ Die Plakataktion ist Bestandteil des EU-weiten Projektes ENCHANT zur Nachhaltigkeit. Daher werden in einem zweiten Projektschritt weitere Personen für eine Befragung mit anschließender Verlosung zur Nachhaltigkeit gesucht. Ich bin damit einverstanden, dass die badenova AG & Co. KG mich per E-Mail über weitere Möglichkeiten zur Teilnahme am EU-Projekt ENCHANT informiert. Ich kann dieser Einwilligung jederzeit unter der E-Mail Innovation@badenova.de ohne Angabe von Gründen widerrufen.

*Pflichtfeld

Bitte beachten Sie auch unsere [Informationen zum Datenschutz](#).

Absenden



Willkommen zur Nachhaltigkeitsumfrage

ENCHANT ist ein europäisches Forschungsprojekt, das es sich zum Ziel gesetzt hat, Haushalte bei der langfristigen und nachhaltigen Senkung ihrer CO₂ Emissionen zu unterstützen.



ENCHANT
Energy Efficiency through Behaviour Change Transition Strategies



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 957115.

Deine Teilnahme an der Umfrage ist **freiwillig** und **unentgeltlich**. Du kannst zu jedem Zeitpunkt die Umfrage, ohne Angaben von Gründen, abbrechen.

Deine Antworten werden über das Programm Formstack erfasst und **anonymisiert** gespeichert. Ein Rückschluss Deiner Antworten auf Dich ist nicht möglich.

Die Verarbeitung Deiner Angaben ist erforderlich für die Einordnung der Ergebnisse im EU-Forschungsprojekt "ENCHANT". Die erhobenen Umfragedaten der volljährigen Teilnehmer*innen werden analysiert und durch die wissenschaftlichen Partner veröffentlicht. Deine Angaben werden bis zum Ende des Projekts, im März 2023, verschlüsselt auf dem Server des EU-Forschungsprojekts gespeichert.

Durch einen Abbruch der Umfrage entstehen keine Nachteile für Dich. **Deine Einwilligungserklärung kannst Du jederzeit unter der unten angegebenen E-Mail-Adresse widerrufen.** Bei Fragen zur Umfrage kannst Du dich gerne bei der unten aufgeführten Adresse melden:

Innovation@badenova.de

Für weitere Informationen zum Schutz deiner Daten kannst Du hier die geltende [Datenschutzverordnung](#) ansehen.

Einwilligung*

☒ Ich habe die Datenschutzverordnung gelesen und bin mit der Datenverarbeitung einverstanden.

*Pflichtfeld - Sobald Du deine Einwilligung gegeben hast kannst Du die Umfrage starten.

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Raum für Innovation & Gründung

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Weiter

Fortschritt





Einwilligung Nachhaltigkeitsprojekt ENCHANT *

☐ Die Mitmachaktion ist Bestandteil des europäischen Forschungsprojektes ENCHANT. Deine Angaben für die Vorabregistrierung werden nicht an Dritte weitergegeben und zum Ende des Projektes, voraussichtlich Ende 2023, gelöscht. Ich bin damit einverstanden, dass die badenova AG & Co. KG mich per E-Mail kontaktiert, um mir weitere Details zum geplanten Gewinnspiel im Herbst 2022 zukommen zu lassen. Ich kann diese Einwilligung jederzeit unter der E-Mail Innovation@badenova.de ohne Angabe von Gründen widerrufen.

Bitte beachte auch unsere [Informationen zum Datenschutz](#).



Information Sheet and Consent form used in the survey and intervention platform. This was provided in all national languages through the platform, as well as the privacy policy of the platform.

Are you interested in taking part in the research project "Energy Efficiency in Norwegian Households"?

This is an inquiry about participation in the ENCHANT research project funded by European Union's Horizon 2020 research and innovation programme (project number 957115). The project aims to investigate measures for increasing energy efficiency in European households. In this letter, we will give you information about the purpose of the project and what your participation on our intervention platform will involve.

Purpose of the project

The research project "Energy Efficiency through behaviour Change Transition Strategies (ENCHANT)" tests established tools to inspire energy saving in real-life conditions. These tools have been developed, fitted, and are now tested to help households to save electricity (and thereby also costs and emissions) in different regions in Europe in collaboration with local user partners.

For this purpose, ENCHANT's research team in Norway collaborates with Viken county and Naturvernforbundet to test how different types and combinations of these tools work. Therefore, we have programmed the electricity saving platform that you are now on. Through the platform, we ask you to report your weekly electricity use for six weeks and answer a short questionnaire once a week which helps us understand your motivations and how they change. We will send you useful information about your electricity consumption and tips for how you can reduce it and save money (at the same time releasing pressure from the energy system).

Who is responsible for the research project?

The Department of Psychology at the Norwegian University of Science and Technology (NTNU) is responsible for conducting the project's survey and the data processing. The software company NRG surf (<https://www.nrgsurf.de/en/>) has programmed the platform and assists in processing of the non-personal data. Viken county and Naturvernforbundet are responsible for spreading the invitation to participate in the project through their communication channels but do not have access to the data.

Why are you being asked to participate?

You are invited to participate in the ENCHANT saving platform because you are living in Viken county, are a member of Naturvernforbundet, or have been following their communication campaigns. If you are 18 years or older, you can participate. It is not



necessary, that you live in Viken or are connected to Naturvernforbundet. The only restriction is that you need to live in Norway.

What does participation involve for you?

The participation in this electricity saving campaign and research project means that you first answer a short online questionnaire which takes about 5-10 minutes. Starting a couple of days later, we will ask you once a week for six weeks to read your electricity meter and report the number you find there. If you have access to your hourly consumption data through your electricity net provider (either on their website or through an app that most energy net providers offer for download), we also ask you report the hour on one of the days last week with the highest electricity consumption and how much that was to get an idea, when during the day you use most energy. Furthermore, we ask you to answer a very short questionnaire once a week (3-5 minutes). We will randomly place participants into different groups during the campaign. Depending on which group you are in, we send you different types of information about your electricity use, and we will give you tips for how you can reduce your electricity use and energy bill. If you miss a weekly survey, we will send you one reminder.

Participation is voluntary

Participation in the project is voluntary. If you chose to participate you can withdraw your consent at any time without giving a reason. In the electricity saving platform, you can end your participation in the campaign, delete all data we collected from you, and/or delete your user account. There will be no negative consequences for you if you chose not to participate or later decide to withdraw.

Your personal privacy – how we will store and use your personal data

To be able to communicate with you during the campaign, we need your e-mail address (please use an e-mail address you check frequently). This is the only identifying information we are going to collect from you. The mail addresses are stored on a different server environment separated from the consumption and survey data. No other identifying data will be recorded in the project.

We will only use your personal data for the purpose(s) specified in this information letter. The data is collected for research within the ENCHANT project, which includes publication in scientific journals, presentations on conferences, and policy advice. Only anonymised data will be used for this purpose. Only the research team at NTNU has access to the mail addresses (also the software company does not have access to the mail server). All data is stored and processed on Servers provided by Digital Oceans in the Netherlands, following European data protection regulations.



We will process your personal data confidentially and in accordance with data protection legislation (the General Data Protection Regulation and Personal Data Act).

The NTNU research team is responsible for gathering and processing the data.

Only the NTNU research team will have access to the personal data (e-mail addresses).

NRG surf has developed the software for data collection. They have access to the survey and electricity use data, but not the e-mail addresses. By contract, they are bound to follow strict data protection rules and treatment of the data in line with GDPR.

No unauthorized persons can access the personal data.

After the data collection is ended, the data material will be encrypted and stored on NTNU's server

Data that can be directly linked to individual participants (e-mail addresses) will be stored separately from rest of the data and deleted as early after the data collection as possible

ENCHANT's project partners have access to the anonymised data, which will be shared by the NTNU research team.

Data that can be directly linked to individual participants will NOT be shared with project partners and others.

With your permission, data from the survey will be used for a detailed analysis. The results of the study will be published in the form of reports and academic articles. The anonymized dataset will be made available open access after the end of the project in line with the open data regulations of the EU. All personal information you provide is considered completely confidential. Your e-mail address or name will be removed from the final dataset and will not appear in any thesis or report resulting from this survey.

What will happen to your personal data at the end of the research project?

The ENCHANT project is scheduled to end 31.10.2023. The data collected in this campaign, however, will be anonymised at the earliest point of time (i.e., latest 31.12.2023) so that the answers cannot be traced back to the individual.

Your rights

As long as you can be identified in the collected data, you have the right to:

- request that your personal data is deleted (this can be done in the platform)
- access the personal data that is being processed about you
- request that incorrect personal data about you is corrected/rectified
- receive a copy of your personal data (data portability), and



- send a complaint to the Data Protection Officer or The Norwegian Data Protection Authority regarding the processing of your personal data

What gives us the right to process your personal data?

We will process your personal data based on your consent. Registering for the campaign after you have read this information is considered as consent to participate. Based on an agreement with the Department of Psychology, NTNU, NSD – The Norwegian Centre for Research Data AS has assessed that the processing of personal data in this project is in accordance with data protection legislation.

Where can I find out more?

You can find more information here GDPR *[link to the privacy declaration which can be found below]*

If you have questions about the project or want to exercise your rights, contact:

Project leader: Prof. Christian A. Klöckner, Department of Psychology, NTNU, by email: (enchant@ips.ntnu.no) or by telephone: +47 73 59 19 77.

Data Protection Officer: Thomas Helgesen, Director Organization, NTNU, by email: (thomas.helgesen@ntnu.no) or by telephone: +47 930 79 038.

NSD – The Norwegian Centre for Research Data AS, by email: (personverntjenester@nsd.no) or by telephone: +47 55 58 21 17.



Privacy Policy

1. An overview of data protection

General information

The following information will provide you with an easy to navigate overview of what will happen with your personal data when you visit this website. The term “personal data” comprises all data that can be used to personally identify you. For detailed information about the subject matter of data protection, please consult our Data Protection Declaration, which we have included beneath this copy.

Data recording on this website

Who is the responsible party for the recording of data on this website (i.e., the “controller”)?

The data on this website is processed by the operator of the website, whose contact information is available under section “Information about the responsible party (referred to as the “controller” in the GDPR)” in this Privacy Policy.

How do we record your data?

We collect your data as a result of your sharing of your data with us. This may, for instance be information you enter into our contact form.

Other data shall be recorded by our IT systems automatically or after you consent to its recording during your website visit. This data comprises primarily technical information (e.g., web browser, operating system, or time the site was accessed). This information is recorded automatically when you access this website.

What are the purposes we use your data for?

A portion of the information is generated to guarantee the error free provision of the website. Other data may be used to analyze your user patterns. This website was developed as part of the European research project ENCHANT (Project Number 957115), funded by the European Research and Development Program Horizon 2020. For more information about the research activities in the ENCHANT project, please visit <https://www.enchant-project.eu> and read our consent form.

What rights do you have as far as your information is concerned?

You have the right to receive information about the source, recipients, and purposes of your archived personal data at any time without having to pay a fee for such disclosures. You also have the right to demand that your data are rectified or eradicated. If you have consented to data processing, you have the option to revoke this consent at any time, which shall affect all future data processing. Moreover, you have the right to demand that the processing of your data be restricted under certain circumstances. Furthermore, you have the right to log a complaint with the competent supervising agency.

Please do not hesitate to contact us at any time if you have questions about this or any other data protection related issues.

Analysis tools and tools provided by third parties

There is a possibility that your browsing patterns will be statistically analyzed when you visit this website. Such analyses are performed primarily with what we refer to as analysis programs. For



detailed information about these analysis programs please consult our Data Protection Declaration below.

2. Hosting and Content Delivery Networks (CDN)

External Hosting

This website is hosted by an external service provider (host). Personal data collected on this website are stored on the servers of the host. These may include, but are not limited to, IP addresses, contact requests, metadata and communications, contract information, contact information, names, web page access, and other data generated through a web site.

The host is used for the purpose of fulfilling the goals of our research activities in the project ENCHANT. If appropriate consent has been obtained, the processing is carried out exclusively on the basis of Art. 6 (1)(a) GDPR and § 25 (1) TTDSG, insofar the consent includes the storage of cookies or the access to information in the user's end device (e.g., device fingerprinting) within the meaning of the TTDSG. This consent can be revoked at any time.

Our host will only process your data to the extent necessary to fulfil its performance obligations and to follow our instructions with respect to such data.

We are using the following host: DigitalOcean, 101 6th Ave New York, NY 10013, ATTN: Legal. The server on which the website and all collected data is stored is located in Amsterdam, The Netherlands.

Data processing

We have concluded a data processing agreement (DPA) with the above-mentioned provider. This is a contract mandated by data privacy laws that guarantees that they process personal data of our website visitors only based on our instructions and in compliance with the GDPR.

Cloudflare

We use the “Cloudflare” service provided by Cloudflare Inc., 101 Townsend St., San Francisco, CA 94107, USA. (hereinafter referred to as “Cloudflare”).

Cloudflare offers a content delivery network with DNS that is available worldwide. As a result, the information transfer that occurs between your browser and our website is technically routed via Cloudflare’s network. This enables Cloudflare to analyze data transactions between your browser and our website and to work as a filter between our servers and potentially malicious data traffic from the Internet. In this context, Cloudflare may also use cookies or other technologies deployed to recognize Internet users, which shall, however, only be used for the herein described purpose.

The use of Cloudflare is based on our legitimate interest in a provision of our website offerings that is as error free and secure as possible (Art. 6(1)(f) GDPR). Data transmission to the US is based on the Standard Contractual Clauses (SCC) of the European Commission. Details can be found here: <https://www.cloudflare.com/privacypolicy/>. For more information on Cloudflare’s security precautions and data privacy policies, please follow this link: <https://www.cloudflare.com/privacypolicy/>.

Data processing



We have concluded a data processing agreement (DPA) with the above-mentioned provider. This is a contract mandated by data privacy laws that guarantees that they process personal data of our website visitors only based on our instructions and in compliance with the GDPR.

3. General information and mandatory information

Data protection

The operators of this website and its pages take the protection of your personal data very seriously. Hence, we handle your personal data as confidential information and in compliance with the statutory data protection regulations and this Data Protection Declaration.

Whenever you use this website, a variety of personal information will be collected. Personal data comprises data that can be used to personally identify you. This Data Protection Declaration explains which data we collect as well as the purposes we use this data for. It also explains how, and for which purpose the information is collected.

We herewith advise you that the transmission of data via the Internet (i.e., through e-mail communications) may be prone to security gaps. It is not possible to completely protect data against third-party access.

Information about the responsible party (referred to as the “controller” in the GDPR)

The data processing controller on this website is:

NTNU - Norwegian University of Science and Technology Postboks 8900,

NO-7491 Trondheim, Torgarden, Norway

Phone: (+47) 73 59 50 00

E-mail: postmottak@ntnu.no

The controller is the natural person or legal entity that single-handedly or jointly with others makes decisions as to the purposes of and resources for the processing of personal data (e.g., names, e-mail addresses, etc.).

Storage duration

Unless a more specific storage period has been specified in this privacy policy, your personal data will remain with us until the purpose for which it was collected no longer applies. If you assert a justified request for deletion or revoke your consent to data processing, your data will be deleted, unless we have other legally permissible reasons for storing your personal data (e.g., tax or commercial law retention periods); in the latter case, the deletion will take place after these reasons cease to apply.

General information on the legal basis for the data processing on this website

If you have consented to data processing, we process your personal data on the basis of Art. 6(1)(a) GDPR or Art. 9 (2)(a) GDPR, if special categories of data are processed according to Art. 9 (1) DSGVO. In the case of explicit consent to the transfer of personal data to third countries, the data processing is also based on Art. 49 (1)(a) GDPR. If you have consented to the storage of cookies or to the access



to information in your end device (e.g., via device fingerprinting), the data processing is additionally based on § 25 (1) TTDSG. The consent can be revoked at any time. If your data is required for the fulfillment of a contract or for the implementation of pre-contractual measures, we process your data on the basis of Art. 6(1)(b) GDPR. Furthermore, if your data is required for the fulfillment of a legal obligation, we process it on the basis of Art. 6(1)(c) GDPR. Furthermore, the data processing may be carried out on the basis of our legitimate interest according to Art. 6(1)(f) GDPR. Information on the relevant legal basis in each individual case is provided in the following paragraphs of this privacy policy.

Designation of a data protection officer

We have appointed a data protection officer for our company.

Thomas Helgesen, Director Organization, NTNU

Postboks 8900,

NO-7491 Trondheim, Torgarden, Norway

Phone: +47 930 79 038

E-mail: thomas.helgesen@ntnu.no

Information on data transfer to non-EU countries

ENCHANT has the coordinator not situated in the European Union but Norway. There are also partners from Turkey involved. Due to the ENCHANT project nature and its activities, the data might be transferred from a non-EU country to the EU and vice versa to allow for joined analyses and storage of all data in the common database. With regards to this, the consortium confirms that such transfers comply with the laws of the country in which the data was collected, and such transfers are in accordance with Chapter V of the General Data Protection Regulation 2016/679. All data transferred between project partners (within or outside the EU) will be restricted to pseudonymised or anonymised data and the transfer will only be made in encrypted form via secured channels.

Revocation of your consent to the processing of data

A wide range of data processing transactions are possible only subject to your express consent. You can also revoke at any time any consent you have already given us. This shall be without prejudice to the lawfulness of any data collection that occurred prior to your revocation.

Right to object to the collection of data in special cases; right to object to direct advertising (Art. 21 GDPR)

IN THE EVENT THAT DATA ARE PROCESSED ON THE BASIS OF ART. 6(1)(E) OR (F) GDPR, YOU HAVE THE RIGHT TO AT ANY TIME OBJECT TO THE PROCESSING OF YOUR PERSONAL DATA BASED ON GROUNDS ARISING FROM YOUR UNIQUE SITUATION. THIS ALSO APPLIES TO ANY PROFILING BASED ON THESE PROVISIONS. TO DETERMINE THE LEGAL BASIS, ON WHICH ANY PROCESSING OF DATA IS BASED, PLEASE CONSULT THIS DATA PROTECTION DECLARATION. IF YOU LOG AN OBJECTION, WE WILL NO LONGER PROCESS YOUR AFFECTED PERSONAL DATA, UNLESS WE ARE IN A POSITION TO PRESENT COMPELLING PROTECTION WORTHY GROUNDS FOR THE PROCESSING OF YOUR DATA, THAT OUTWEIGH YOUR INTERESTS, RIGHTS AND FREEDOMS OR IF THE PURPOSE OF THE



PROCESSING IS THE CLAIMING, EXERCISING OR DEFENCE OF LEGAL ENTITLEMENTS (OBJECTION PURSUANT TO ART. 21(1) GDPR).

IF YOUR PERSONAL DATA IS BEING PROCESSED IN ORDER TO ENGAGE IN DIRECT ADVERTISING, YOU HAVE THE RIGHT TO OBJECT TO THE PROCESSING OF YOUR AFFECTED PERSONAL DATA FOR THE PURPOSES OF SUCH ADVERTISING AT ANY TIME. THIS ALSO APPLIES TO PROFILING TO THE EXTENT THAT IT IS AFFILIATED WITH SUCH DIRECT ADVERTISING. IF YOU OBJECT, YOUR PERSONAL DATA WILL SUBSEQUENTLY NO LONGER BE USED FOR DIRECT ADVERTISING PURPOSES (OBJECTION PURSUANT TO ART. 21(2) GDPR).

Right to log a complaint with the competent supervisory agency

In the event of violations of the GDPR, data subjects are entitled to log a complaint with a supervisory agency, in particular in the member state where they usually maintain their domicile, place of work or at the place where the alleged violation occurred. The right to log a complaint is in effect regardless of any other administrative or court proceedings available as legal recourses.

Right to data portability

You have the right to demand that we hand over any data we automatically process on the basis of your consent or in order to fulfil a contract be handed over to you or a third party in a commonly used, machine readable format. If you should demand the direct transfer of the data to another controller, this will be done only if it is technically feasible.

Information about, rectification and eradication of data

Within the scope of the applicable statutory provisions, you have the right to at any time demand information about your archived personal data, their source and recipients as well as the purpose of the processing of your data. You may also have a right to have your data rectified or eradicated. If you have questions about this subject matter or any other questions about personal data, please do not hesitate to contact us at any time.

Right to demand processing restrictions

You have the right to demand the imposition of restrictions as far as the processing of your personal data is concerned. To do so, you may contact us at any time. The right to demand restriction of processing applies in the following cases:

In the event that you should dispute the correctness of your data archived by us, we will usually need some time to verify this claim. During the time that this investigation is ongoing, you have the right to demand that we restrict the processing of your personal data.

If the processing of your personal data was/is conducted in an unlawful manner, you have the option to demand the restriction of the processing of your data in lieu of demanding the eradication of this data.

If we do not need your personal data any longer and you need it to exercise, defend or claim legal entitlements, you have the right to demand the restriction of the processing of your personal data instead of its eradication.

If you have raised an objection pursuant to Art. 21(1) GDPR, your rights and our rights will have to be weighed against each other. As long as it has not been determined whose interests prevail, you have the right to demand a restriction of the processing of your personal data.



If you have restricted the processing of your personal data, these data – with the exception of their archiving – may be processed only subject to your consent or to claim, exercise or defend legal entitlements or to protect the rights of other natural persons or legal entities or for important public interest reasons cited by the European Union or a member state of the EU.

SSL and/or TLS encryption

For security reasons and to protect the transmission of confidential content, such as purchase orders or inquiries you submit to us as the website operator, this website uses either an SSL or a TLS encryption program. You can recognize an encrypted connection by checking whether the address line of the browser switches from “http://” to “https://” and also by the appearance of the lock icon in the browser line.

If the SSL or TLS encryption is activated, data you transmit to us cannot be read by third parties.

4. Recording of data on this website

Cookies

Our websites and pages use what the industry refers to as “cookies.” Cookies are small text files that do not cause any damage to your device. They are either stored temporarily for the duration of a session (session cookies) or they are permanently archived on your device (permanent cookies). Session cookies are automatically deleted once you terminate your visit. Permanent cookies remain archived on your device until you actively delete them, or they are automatically eradicated by your web browser.

In some cases, it is possible that third-party cookies are stored on your device once you enter our site (third- party cookies). These cookies enable you or us to take advantage of certain services offered by the third party (e.g., cookies for the processing of payment services).

Cookies have a variety of functions. Many cookies are technically essential since certain website functions would not work in the absence of the cookies (e.g., the shopping cart function or the display of videos). The purpose of other cookies may be the analysis of user patterns or the display of promotional messages.

Cookies, which are required for the performance of electronic communication transactions, or for the provision of certain functions you want to use (e.g., for the shopping cart function) or those that are necessary for the optimization (required cookies) of the website (e.g., cookies that provide measurable insights into the web audience), shall be stored on the basis of Art. 6(1)(f) GDPR, unless a different legal basis is cited. The operator of the website has a legitimate interest in the storage of required cookies to ensure the technically error free and optimized provision of the operator’s services. If your consent to the storage of the cookies and similar recognition technologies has been requested, processing occurs exclusively on the basis of the consent obtained (Art. 6(1)(a) GDPR and § 25 (1) TTDSG); this consent may be revoked at any time.

You have the option to set up your browser in such a manner that you will be notified any time cookies are placed and to permit the acceptance of cookies only in specific cases. You may also exclude the acceptance of cookies in certain cases or in general or activate the delete function for the automatic eradication of cookies when the browser closes. If cookies are deactivated, the functions of this website may be limited.



In the event that third-party cookies are used or if cookies are used for analytical purposes, we will separately notify you in conjunction with this Data Protection Policy and, if applicable, ask for your consent.

Consent with Cookie Notice & Compliance

Our website uses the consent technology of Cookie Notice & Compliance for GDPR to obtain your consent for the archiving of certain cookies on your device or for the use of certain technologies and for the data protection compliant documentation of the former.

Cookie Notice & Compliance for GDPR is installed locally on our servers so that a connection with third party servers does not occur. Cookie Notice & Compliance for GDPR stores a cookie in your browser to be able to allocate the granted consent and their revocation to you. The cookie stays active for 1 month. Your data is stored until you ask us to delete it, delete the consent cookie yourself or the purpose of data archiving is no longer valid. This does not affect mandatory statutory retention periods.

Cookie Notice & Compliance for GDPR is being used to obtain the consent for the use of cookies required by law. The legal basis is Art. 6(1)(c) GDPR.

Server log files

The provider of this website and its pages automatically collects and stores information in so-called server log files, which your browser communicates to us automatically. The information comprises:

- The type and version of browser used
- The used operating system
- Referrer URL
- The hostname of the accessing computer
- The time of the server inquiry
- The IP address

This data is not merged with other data sources.

This data is recorded on the basis of Art. 6(1)(f) GDPR. The operator of the website has a legitimate interest in the technically error free depiction and the optimization of the operator's website. In order to achieve this, server log files must be recorded.

Contact form

If you submit inquiries to us via our contact form, the information provided in the contact form as well as any contact information provided therein will be stored by us in order to handle your inquiry and in the event that we have further questions. We will not share this information without your consent.

The processing of these data is based on Art. 6(1)(b) GDPR, if your request is related to the execution of a contract or if it is necessary to carry out pre-contractual measures. In all other cases the processing is based on our legitimate interest in the effective processing of the requests addressed to us (Art. 6(1)(f) GDPR) or on your agreement (Art. 6(1)(a) GDPR) if this has been requested; the consent can be revoked at any time.

The information you have entered into the contact form shall remain with us until you ask us to eradicate the data, revoke your consent to the archiving of data or if the purpose for which the



information is being archived no longer exists (e.g., after we have concluded our response to your inquiry). This shall be without prejudice to any mandatory legal provisions, in particular retention periods.

Request by e-mail, telephone, or fax

If you contact us by e-mail, telephone or fax, your request, including all resulting personal data (name, request) will be stored and processed by us for the purpose of processing your request. We do not pass these data on without your consent.

These data are processed on the basis of Art. 6(1)(b) GDPR if your inquiry is related to the fulfillment of a contract or is required for the performance of pre-contractual measures. In all other cases, the data are processed on the basis of our legitimate interest in the effective handling of inquiries submitted to us (Art. 6(1)(f) GDPR) or on the basis of your consent (Art. 6(1)(a) GDPR) if it has been obtained; the consent can be revoked at any time.

The data sent by you to us via contact requests remain with us until you request us to delete, revoke your consent to the storage or the purpose for the data storage lapses (e.g. after completion of your request). Mandatory statutory provisions - in particular statutory retention periods - remain unaffected.

Registration on this website

You have the option to register on this website to be able to voluntarily participate in our research activities. We shall use the data you enter only for the purpose of using the respective offer or service you have registered for. The required information we request at the time of registration must be entered in full. Otherwise, we shall reject the registration.

To notify you of any important changes to the scope of our portfolio or in the event of technical modifications, we shall use the e-mail address provided during the registration process.

We shall process the data entered during the registration process on the basis of your consent (Art. 6(1)(a) GDPR).

The data recorded during the registration process shall be stored by us as long as you are registered on this website. Subsequently, such data shall be deleted. This shall be without prejudice to mandatory statutory retention obligations.

5. Newsletter

Newsletter data

If you would like to receive the newsletter offered on the website, we require an e-mail address from you as well as information that allows us to verify that you are the owner of the e-mail address provided and that you agree to receive the newsletter. Further data is not collected or only on a voluntary basis. For the handling of the newsletter, we use newsletter service providers, which are described below.

This website uses Sendinblue for the sending of newsletters. The provider is the Sendinblue GmbH, Köpenicker Straße 126, 10179 Berlin, Germany.



Sendinblue services can, among other things, be used to organize and analyze the sending of newsletters. The data you enter for the purpose of subscribing to the newsletter are archived on Sendinblue's servers in Germany.

Data analysis by Sendinblue

Sendinblue enables us to analyze our newsletter campaigns. For instance, it allows us to see whether a newsletter message has been opened and, if so, which links may have been clicked. This enables us to determine, which links drew an extraordinary number of clicks.

Moreover, we are also able to see whether once the e-mail was opened or a link was clicked, any previously defined actions were taken (conversion rate). This allows us to determine whether you have made a purchase after clicking on the newsletter.

Sendinblue also enables us to divide the subscribers to our newsletter into various categories (i.e., to "cluster" recipients). For instance, newsletter recipients can be categorized based on age, gender, or place of residence. This enables us to tailor our newsletter more effectively to the needs of the respective target groups.

If you do not want to permit an analysis by Sendinblue, you must unsubscribe from the newsletter. We provide a link for you to do this in every newsletter message. Moreover, you can also unsubscribe from the newsletter right on the website. For detailed information on the functions of Sendinblue please follow this link: <https://www.sendinblue.com/newsletter-software/>.

Legal basis

The data is processed based on your consent (Art. 6(1)(a) GDPR). You may revoke any consent you have given at any time by unsubscribing from the newsletter. This shall be without prejudice to the lawfulness of any data processing transactions that have taken place prior to your revocation.

Storage period

The data deposited with us for the purpose of subscribing to the newsletter will be stored by us until you unsubscribe from the newsletter or the newsletter service provider and deleted from the newsletter distribution list after you unsubscribe from the newsletter. Data stored for other purposes with us remain unaffected.

After you unsubscribe from the newsletter distribution list, your e-mail address may be stored by us or the newsletter service provider in a blacklist, if such action is necessary to prevent future mailings. The data from the blacklist is used only for this purpose and not merged with other data. This serves both your interest and our interest in complying with the legal requirements when sending newsletters (legitimate interest within the meaning of Art. 6(1)(f) GDPR). The storage in the blacklist is indefinite. You may object to the storage if your interests outweigh our legitimate interest.

For more details, please consult the Data Protection Regulations of Sendinblue at: <https://de.sendinblue.com/datenschutz-uebersicht/>.

Data processing

We have concluded a data processing agreement (DPA) with the above-mentioned provider. This is a contract mandated by data privacy laws that guarantees that they process personal data of our website visitors only based on our instructions and in compliance with the GDPR.



Information Sheet and Consent form used in the Italian pilots.

ALLEGATO 2 - Consenso Informato

MODULO CONSENSO INFORMATO

Io sottoscritto dichiaro di aver preso visione del Foglio Informativo concernente lo studio " ENCHANT - Energy Efficiency through behaviour Change Transition " che si svolgerà in diversi siti sotto la supervisione del *Dipartimento di Scienze della Formazione dell'Università degli Studi di Roma Tre*.

In particolare dichiaro:

- di aver preso atto dell'informativa prevista dall'articolo 13 e 14 del D.lgs. 10 agosto 2016/679 per la partecipazione ad attività di ricerca scientifica e per il trattamento dei dati sensibili.
- di avere avuto a disposizione tempo sufficiente per poter leggere attentamente e comprendere quanto contenuto nel suddetto foglio illustrativo.
- di aver ricevuto dal Prof GIUSEPPE CARRUS o da uno dei collaboratori autorizzati allo svolgimento di questa ricerca scientifica esaurienti spiegazioni in merito alla mia richiesta di partecipazione allo studio.
- di essere stato informato del diritto di ritirarmi dalla ricerca in qualsiasi momento, senza dover fornire alcuna spiegazione.

Ciò premesso dichiaro

☐ di acconsentire !

☐ di non acconsentire !

a partecipare allo studio ed al conseguente trattamento dei miei dati personali sensibili.

data cognome e nome della persona firma della persona



Consent form used in the Austrian pilot.

team4.energy Energieeffizienzumfrage

Liebe Interessentin, lieber Interessent,

Mit team4.energy möchten wir die Energiewende umsetzen, dafür arbeiten wir auch in nationalen und internationalen Forschungsprojekten mit, um innovative Services und Lösungen zu entwickeln.

Wir würden uns freuen, wenn du uns mit der Teilnahme an dieser Umfrage in einem dieser Projekte - dem im Programm Horizon 2020 abgewickelten Projekt ENCHANT - unterstützt. Mit der Bestätigung "Umfrage starten" stimmst Du zu, dass deine Antworten im Rahmen des Projektes ENCHANT ausgewertet werden können. Die Auswertung erfolgt vollständig anonym und es werden **keine persönlichen Daten** erfasst.

Vielen Dank für Dein Interesse und Deine Mitwirkung!

Das Projekt ENCHANT ist durch das Forschungsprogramm Horizon 2020 der Europäischen Union gefördert unter der Projektnummer No. 957115.

Umfrage starten



Annexe III: Confirmations by Data Protection Officers

All confirmations regarding the conduction of data collection in accordance with national and international law, especially the General Data Protection Regulation (Regulation (EU) 2016/679) will be collected in this Annex as soon as they are available. Further copies of declarations from the ethical committees and data protection officers or authorities will be included in the updated DMP.



Opinion of the DPO regarding data collection activities in Viken county, Norway, 2021/2022

[Meldeskjema](#) / [Upgrading the Energy Efficiency of Homes: A Study with Viken County and Friends of the Earth Norway \(...\)](#) / Meldinger


Meldinger

Referanse

838771

Status

Vurdert

 Rediger meldeskjema

 Vurdering

Skriv melding...

Merk: Meldingen vil bli synlig for din institusjon og alle prosjektet er delt med.

Send melding



Påminnelse (planlagt)

20.03.2023 01:00



Sluttvurdering (planlagt)

13.03.2023 01:00



Melding

28.09.2021 10:46

Behandlingen av personopplysninger er vurdert av NSD. Vurderingen er:

Det er vår vurdering at behandlingen vil være i samsvar med personvernlovgivningen, så fremt den gjennomføres i tråd med det som er dokumentert i meldeskjemaet den 28.09.2021 med vedlegg, samt i meldingsdialogen mellom innmelder og NSD. Behandlingen kan starte.

TYPE OPPLYSNINGER OG VARIGHET

Prosjektet vil behandle alminnelige personopplysninger frem til 01.07.2029.

LOVLIG GRUNNLAG

Prosjektet vil innhente samtykke fra de registrerte til behandlingen av personopplysninger. Vår vurdering er at prosjektet legger opp til et samtykke i samsvar med kravene i art. 4 nr. 11 og 7, ved at det er en frivillig, spesifikk, informert og utvetydig bekreftelse, som kan dokumenteres, og som den registrerte kan trekke tilbake.

For alminnelige personopplysninger vil lovlig grunnlag for behandlingen være den registrertes samtykke, jf. personvernforordningen art. 6 nr. 1 a.

PERSONVERNPRINSIPPER

NSD vurderer at den planlagte behandlingen av personopplysninger vil følge prinsippene i personvernforordningen:

- om lovlighet, rettferdighet og åpenhet (art. 5.1 a), ved at de registrerte får tilfredsstillende informasjon om og samtykker til behandlingen
- formålsbegrensning (art. 5.1 b), ved at personopplysninger samles inn for spesifikke, uttrykkelig angitte og berettigede formål, og ikke viderebehandles til nye uforenlige formål
- dataminimering (art. 5.1 c), ved at det kun behandles opplysninger som er adekvate, relevante og nødvendige for formålet med prosjektet
- lagringsbegrensning (art. 5.1 e), ved at personopplysningene ikke lagres lenger enn nødvendig for å oppfylle formålet.



DE REGISTRERTES RETTIGHETER

NSD vurderer at informasjonen om behandlingen som de registrerte vil motta oppfyller lovens krav til form og innhold, jf. art. 12.1 og art. 13.

Så lenge de registrerte kan identifiseres i datamaterialet vil de ha følgende rettigheter: innsyn (art. 15), retting (art. 16), sletting (art. 17), begrensning (art. 18) og dataportabilitet (art. 20).

Vi minner om at hvis en registrert tar kontakt om sine rettigheter, har behandlingsansvarlig institusjon plikt til å svare innen en måned.

FØLG DIN INSTITUSJONS RETNINGSLINJER

NSD legger til grunn at behandlingen oppfyller kravene i personvernforordningen om riktighet (art. 5.1 d), integritet og konfidensialitet (art. 5.1. f) og sikkerhet (art. 32).

Nettskjema er databehandler i prosjektet. NSD legger til grunn at behandlingen oppfyller kravene til bruk av databehandler, jf. art 28 og 29.

For å forsikre dere om at kravene oppfylles, må prosjektansvarlig følge interne retningslinjer/rådføre dere med behandlingsansvarlig institusjon.

MELD VESENTLIGE ENDRINGER

Dersom det skjer vesentlige endringer i behandlingen av personopplysninger, kan det være nødvendig å melde dette til NSD ved å oppdatere meldeskjemaet. Før du melder inn en endring, oppfordrer vi deg til å lese om hvilken type endringer det er nødvendig å melde: nsd.no/personverntjenester/fyll-ut-meldeskjema-for-personopplysninger/melde-endringer-i-meldeskjema

Du må vente på svar fra NSD før endringen gjennomføres.

OPPFØLGING AV PROSJEKTET

NSD vil følge opp underveis (hvert annet år) og ved planlagt avslutning for å avklare om behandlingen av personopplysningene er avsluttet/pågår i tråd med den behandlingen som er dokumentert.

Kontaktperson hos NSD: Tore Andre Kjetland Fjeldsbø

Lykke til med prosjektet!

Melding

24.09.2021 14:26

NSD har begynt på vurderingen av meldeskjemaet, og vi har noen kommentarer før vi kan ferdigstille den. Når du har oppdatert meldeskjemaet i tråd med kommentarene, trykk «bekreft innsending» på siden Send inn. Meldingsdialogen kan benyttes til eventuelle spørsmål, svar og avklaringer.

Hei,

vi har tatt en gjennomgang av ditt meldeskjema og har følgende kommentarer:

1. Vi ber om at du legger til hvilken surveyleverandør som vil anvendes på siden Behandling. Dette gjør du ved å krysse av for "Ekstern tjeneste eller nettverk (databehandler)", "Databehandler" samt ved å oppgi hvilken leverandør dere bruker i det åpne feltet.

Når dette er på plass kan jeg sende vår vurdering.

Det er bare til å ta kontakt dersom du lurer på noe. Du kan sende melding i meldingsdialogen via minside.nsd.no eller via "Meldinger"-knappen øverst i meldeskjemaet.

Med vennlig hilsen,

Tore A. K. Fjeldsbø
Rådgiver



[Request for approval: Ethics Commission – Enchant Dialogues]



Dipartimento di Scienze della Formazione
Università degli studi di “Roma Tre”

- Al Rettore dell'Università Roma Tre (rettore@uniroma3.it)
- Alla cortese attenzione della Commissione Etica dell'Università degli Studi Roma Tre c/o la Segreteria tecnica (claudia.farina@uniroma3.it)

DATA

15/11/2021

**TITOLO
DELLA
RICERCA**

Progetti europei:

ENCHANT - Energy Efficiency through behaviour Change Transition – g.a. 957115

DIALOGUES –Building a low-carbon, climate resilient future: secure, clean and efficient energy - g.a. 101022585

CLEAN CULTURES - An approach for innovative Climate Learning, Evaluation and Action in Neighbourhoods - r.u. 2021.0012238

PROPONENTE

COGNOME E NOME

CARRUS GIUSEPPE

E-MAIL

giuseppe.carrus@uniroma3.it

RUOLO

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Associato | <input type="checkbox"/> Dottorando |
| <input checked="" type="checkbox"/> Ordinario | <input type="checkbox"/> Assegnista |
| <input type="checkbox"/> Ricercatore | <input type="checkbox"/> Esterno |
| <input type="checkbox"/> Laureando | |

AREA M-PSI/05 Psicologia Sociale

RICERCATORI PARTECIPANTI



NUMERO

COGNOME E NOME

RUOLO

AFFERENZA

Stefano Mastandrea	PA	Università Roma Tre
Federica Caffaro	RTDB	Università Roma Tre
Lorenza Tiberio	Assegnista di ricerca	Università Roma Tre
Ylenia Passiatore	Assegnista di ricerca	Università Roma Tre
Chiara Massullo	Assegnista di ricerca	Università Roma Tre
Barbara Cardone	Assegnista di ricerca	Università Roma Tre
Francesca Coda	Borsista di ricerca	Università Roma Tre
Eugenio de Gregorio	PA	Università Link

PAROLE CHIAVE

1 2 3

TIPOLOGIA DI RICERCA

☐ Ricerca di base

☒ Ricerca applicata

☐ Intervento

☐ Altro (specificare) _____

DESCRIZIONE E SCOPO

L'accordo di Parigi e il Quadro 2030 per il Clima e l'Energia che la Commissione Europea sta portando avanti fissano obiettivi espliciti e ambiziosi per favorire la transizione verso stili di vita collettivi e sistemi economici sostenibili dal punto di vista ambientale e sociale. Gli obiettivi sono accelerare la riduzione delle emissioni, ridurre in modo sostanziale il consumo di energia e raggiungere una neutralità climatica entro il 2050. Per perseguire questi obiettivi, tutte le possibili strategie per ridurre l'impronta di carbonio della produzione di energia, ma anche per ridurre la domanda di energia, devono essere pienamente sfruttate. Numerosi studi di laboratorio hanno individuato strategie e programmi da seguire per motivare le persone a comportarsi in modo più efficiente dal punto di vista energetico, ma queste conoscenze devono essere condivise e la loro efficacia testata in contesti reali in tutta Europa, al fine di garantire un concreto sviluppo sostenibile delle comunità.

Questo è ciò che si propongono di fare i progetti ENCHANT (Energy Efficiency through Behavior Change Transition), DIALOGUES (Building a low-carbon, climate resilient future: secure, clean and efficient energy) e CLEAN CULTURES (An approach for innovative Climate Learning, Evaluation and Action in Neighbourhoods, finanziati dalla Commissione Europea nell'ambito del Programma Horizon 2020 e del programma JPI SOLSTICE, cui prendono parte università, ONG, aziende energetiche e municipi di diversi stati europei, tra cui Austria, Italia, Germania, Norvegia, Romania, Turchia, Finlandia. Nello specifico ENCHANT, DIALOGUES e CLEAN CULTURES mirano a valutare l'impatto di una serie di azioni e strategie di intervento proprie delle scienze



sociali e psicologiche, che possono influenzare le condotte di consumo energetico, le determinanti psicosociali della cittadinanza energetica e la messa in atto di stili di vita sostenibili nei quartieri e nei contesti di vita quotidiana.

Diverse azioni e strategie saranno sviluppate, adattate e testate su larga scala in tutta Europa e la loro efficacia verrà valutata con l'obiettivo di sbloccare un potenziale di efficienza energetica nella popolazione in generale, attraverso un cambiamento comportamentale effettivo. Grazie alla collaborazione con un'ampia rete di partner non accademici, ENCHANT, DIALOGUES e CLEAN CULTURES implementeranno azioni e strategie di intervento comportamentale e ne valuteranno gli effetti in contesti di vita reale. Attraverso una valutazione sistematica dei dati che emergeranno, e una loro combinazione con le conoscenze esistenti nell'ambito delle scienze sociali e psicologiche, i progetti contribuiranno anche allo sviluppo di strumenti decisionali su base empirica, rivolti ad attori pubblici e privati per la progettazione di campagne informative e programmi di intervento finalizzati a promuovere un uso più consapevole ed efficiente dell'energia e ad accelerare il processo di transizione energetica a livello collettivo.

ENCHANT, DIALOGUES e CLEAN CULTURES coinvolgeranno attivamente diversi partner non accademici in tutte le fasi del progetto, valorizzando la loro esperienza e la loro presenza sui territori coinvolti, al fine di costruire in maniera sinergica una conoscenza contestuale di come migliorare il comportamento energetico e di come l'ampia gamma di azioni e strategie di intervento esistenti possa essere efficacemente applicata nella vita reale.

Nell'ambito di tali progetti, il gruppo Roma Tre condurrà una raccolta dati su atteggiamenti, percezioni e comportamenti relativi alla sostenibilità al cambiamento climatico e al risparmio energetico, coinvolgendo residenti e utenti che vivono in diversi contesti geografici in Italia.

TIPO DI RICERCA:

CON PERSONE

NUMERO

SESSO

☐ M ☐ F ☒ M e F

ETA'

☐ Minori ☒ Adulti ☐ Adulti e Minori

SE MINORI

☐ Comprendono istruzioni ☐ NON comprendono istruzioni

CARATTERISTICHE DEI SOGGETTI PARTECIPANTI

☒ Popolazione non clinica ☐ Disabili Fisici

☐ Popolazione clinica ☐ Altro (specificare) _____

DESCRIZIONE DEL GRUPPO DEI SOGGETTI PARTECIPANTI

Prenderanno parte alla ricerca individui maggiorenni, selezionati tra i visitatori del Giardino di Ninfa, gestito dalla ONLUS Fondazione Roffredo Caetani, e i soci della Cooperativa energetica Energia Positiva, entrambi partner del progetto europeo H2020 ENCHANT. Per quanto riguarda i partecipanti del Giardino, i ricercatori coinvolti nel progetto avvicineranno i visitatori in uscita dal Giardino chiedendo la loro disponibilità a compilare un breve questionario cartaceo, spiegando gli



obiettivi dell'indagine. I soci di Energia Positiva riceveranno invece il questionario attraverso la newsletter della società, insieme al relativo foglio informativo. Per i progetti DIALOGUES e CLEAN CULTURES prenderanno parte cittadini comuni residenti in diverse città italiane.

CONSENSO INFORMATO

☒ Orale ☒ Scritto ☐ Orale e Scritto

A CHI E' STATO RICHiesto IL CONSENSO INFORMATO?

☒ Soggetti partecipanti ☐ Entrambi i Genitori (in caso di minori)
☐ Responsabile dell'Istituzione sede della raccolta dei dati ☐ Altro _____

COME SONO RACCOLTI I DATI

☒ Dati raccolti in forma anonima ☐ Altro (specificare) _____
☐ Dati raccolti in forma confidenziale

INDICARE COME SI GARANTISCE LA PRIVACY E IN CHE MODO VENGONO CUSTODITI E PROTETTI I DATI SENSIBILI:

I partecipanti risponderanno ad un questionario. La partecipazione è volontaria, non verranno raccolti dati sensibili. I dati verranno raccolti in forma anonima ed elaborati in modo aggregato. Tutte le informazioni sono riportate nel foglio informativo in allegato che verrà consegnato ai partecipanti prima della compilazione del questionario. I dati raccolti saranno trattati in conformità alla vigente normativa sulla privacy nazionale ed europea per la partecipazione ad attività di ricerca scientifica.

METODI

☐ Esperimento di laboratorio ☐ Raccolta dati tramite colloquio clinico
☒ Somministrazione di questionari o test standardizzati ☐ Raccolta dati archivi
☒ Raccolta dati tramite interviste ☐ Osservazioni
☒ Video-registrazioni ☐ Altro (specificare)



Specificare tipologia e nomi dei vari strumenti usati

Per la raccolta dati verranno utilizzati questionari cartacei e online realizzati ad hoc sulla base di strumenti preesistenti, per valutare i comportamenti sostenibili e di risparmio energetico e gli atteggiamenti verso la sostenibilità dei partecipanti. Gli strumenti utilizzati e le relative scale sono disponibili in allegato. In particolare:

- Questionario 1: somministrato cartaceo ai visitatori in uscita dal Giardino di Ninfa (Cisterna di Latina, LT) – indaga percezione del cambiamento climatico, connessione con la natura, comportamenti di risparmio energetico e disponibilità a investire in azioni di sviluppo e conservazione del patrimonio del Giardino.
- Questionario 2: somministrato attraverso newsletter online ai soci della cooperativa energetica Energia Positiva (Nichelino, TO) – indaga percezione del cambiamento climatico, comportamenti di cittadinanza energetica organizzativa, norme personali e sociali e controllo percepito nel comportamento di risparmio energetico e comportamenti pro-ambientali e di risparmio energetico.
- Traccia di intervista semi strutturata per i progetti DIALOGUES e CLEAN CULTURES

RISPETTO DELLA LIBERTA'

E' stato esplicitato nel consenso informato che il soggetto è libero di non partecipare alla ricerca o di interrompere in qualsiasi momento la sua partecipazione e che non ci saranno conseguenze per la sua mancata partecipazione?

- ☒ Sì ☐ No
- ☐ Altro (specificare) _____

RISCHI PER I SOGGETTI

- | | |
|---|---|
| <input checked="" type="checkbox"/> Nessun rischio | <input type="checkbox"/> Intrusività degli strumenti |
| <input type="checkbox"/> Uso di agenti fisici/chimici | <input type="checkbox"/> Uso di telecamere, fotografia |
| <input type="checkbox"/> Affaticamento | <input type="checkbox"/> Forte tensione emotiva |
| <input type="checkbox"/> Possibile induzione di sentimenti di frustrazione o autosvalutazione | <input type="checkbox"/> Effetti negativi sullo stato emotivo (es. idee depressive o suicide) |
| <input type="checkbox"/> Dolore fisico | <input type="checkbox"/> Altro (specificare) _____ |

RESTITUZIONE

Che cosa si restituisce?

Al termine della raccolta ai partecipanti verranno spiegati gli scopi dello studio e verranno fornite loro alcune informazioni di sensibilizzazione sui temi della sostenibilità ambientale. Verrà messo a disposizione l'indirizzo e-mail del referente del progetto per l'Italia Prof Giuseppe Carrus (giuseppe.carrus@uniroma3.it) per richieste di informazioni e approfondimenti.



INFORMAZIONE AL PARTECIPANTE SU SCOPI DELLA RICERCA

☐ Prima dell'intervento

☒ Dopo l'intervento

☐ Durante l'intervento

☐ Altro (specificare): I bambini vengono accompagnati all'obiettivo del programma educativo durante il percorso stesso

ALTRE INFORMAZIONI

Il responsabile della ricerca dichiara di conoscere il Codice Etico dell'Associazione Italiana di Psicologia (AIP) a cui si riferiscono per la ricerca i docenti proponenti, il Regolamento del Dipartimento di Scienze della Formazione e dell'Ateneo Università Roma Tre. Il responsabile della ricerca garantisce inoltre, sotto la propria responsabilità, che la ricerca condotta è conforme a tali Codici Etici.

Si allega codice etico AIP.

Firma





Opinion of the DPO regarding data collection activities in Ninfa gardens, Fondazione Caetani and Energia Positiva, Italy, 2022/2023



Commissione Etica Roma Tre

VERBALE della RIUNIONE della COMMISSIONE ETICA DELL'UNIVERSITA' ROMA TRE

Seduta del 16 febbraio, ore 15.00 - MODALITA' TELEMATICA

La Commissione Etica dell'Università Roma Tre si è riunita, in modalità telematica, il giorno mercoledì 16 febbraio alle ore 15,00, con il seguente ordine del giorno:

omissis

Esame del Progetto di ricerca (Progetti europei) presentato dal Prof. Giuseppe Carrus:
ENCHANT - Energy Efficiency through behaviour Change Transition.

DIALOGUES - Building a low-carbon, climate resilient future: secure, clean and efficient energy.

CLEAN CULTURES - An approach for innovative Climate Learning and action in Neighbourhoods.

omissis

Sono presenti i componenti: Prof. Paolo Benvenuti, Dott.ssa Carmela Maria Manenti, Prof. Lorenzo D'Avack, Prof. Renato Moro, Prof.ssa Valentina Venturini e la Dott.ssa Claudia Farina, Segretaria della Commissione.

Punto 5 odg: Esame del Progetto di ricerca (Progetti europei) presentato dal Prof. Giuseppe Carrus:

ENCHANT - Energy Efficiency through behaviour Change Transition.

DIALOGUES - Building a low-carbon, climate resilient future: secure, clean and efficient energy.

CLEAN CULTURES - An approach for innovative Climate Learning and action in Neighbourhoods.

Il Progetto presentato si inserisce nel quadro ampio di ricerca e riflessione che si pone in un ambito europeo e che vede coinvolte numerose istituzioni di ricerca operanti in diversi Stati. Invero, numerosi studi hanno individuato strategie e programmi per motivare le persone a comportarsi in modo efficiente dal punto di vista energetico, conoscenze che devono essere condivise e testate in contesti reali in tutta Europa al fine di garantire un concreto sviluppo sostenibile delle comunità.

In questo quadro di progetti, l'obiettivo proprio del gruppo di Roma Tre è volto alla raccolta di dati su atteggiamenti, percezioni e comportamenti relativi alla sostenibilità, al cambiamento climatico e al risparmio energetico, coinvolgendo residenti e utenti che vivono in diversi contesti in Italia. Nello specifico saranno coinvolti nella ricerca individui maggiorenni selezionati tra i visitatori del Giardino di Ninfa cui sarà chiesta



la disponibilità a compilare alcuni questionari concernenti le tematiche concernenti i comportamenti sostenibili e di risparmio energetico avendo anche riguardo alle condotte individuali.

I componenti la Commissione Etica, presa visione del Progetto di ricerca proposta, esprimono unanimi il proprio parere favorevole in merito.

omissis

La riunione è chiusa alle ore 17.00.

Letto, approvato e sottoscritto

16 febbraio 2022

firmato

*Prof. Paolo Benvenuti
(Coordinatore Commissione)*

firmato

*Dott.ssa Claudia Farina
(Segretaria Commissione)*

Regulations of Izmir municipality and Gediz energy company regarding data collection activities, Turkey, 2021/2022

Izmir Metropolitan Municipality Policy on Processing and Protection of Personal Data

(Translated from the Turkish version in the Municipality Website. Available at: <https://www.izmir.bel.tr/tr/kisisel-verilerin-islenmesi-ve-korunmasi-politikasi/531/3209> Date Accessed: 18.11.2021)

Introduction

This Policy sets out the principles to be adopted by the Izmir Metropolitan Municipality and to be taken into account in practice, regarding the processing and protection of personal data.

Our Institution attaches importance to the legal processing and protection of personal data in accordance with the Law on the Protection of Personal Data No. 6698 ("Law") and acts in accordance with the Law in planning and services.

The most important part of this issue; Processing and protecting the personal data of our citizens, employees, employee candidates, visitors, institutions we cooperate with and third parties.

In this context, necessary administrative and technical measures are taken by our Institution for the protection of personal data processed in accordance with the relevant legislation.

Definitions

Explicit Consent: Consent on a specific subject, based on information and expressed with free will,

Anonymization: Making the data previously associated with a person incapable of being associated with an identified or identifiable natural person in any way, even by matching with other data,

Personal Data: Any information relating to an identified or identifiable natural person,

Processing of Personal Data: Obtaining, recording, storing, preserving, changing, rearranging, disclosing, transferring, taking over, making available the Personal Data by fully or partially automatic or non-automatic means if it is a part of any data recording system, all kinds of operations carried out on the data, such as the classification or prevention of its use,

Personal Data Owner / Relevant Person: Persons whose personal data are processed by the Institution,



Institution / Data Officer: Izmir Metropolitan Municipality,

KVK Law ⁵/ Law: Law No. 6698 on the Protection of Personal Data,

KVK Board / Board: Personal Data Protection Board,

Special Quality Personal Data: Data related to race, ethnicity, political opinion, philosophical belief, religion, sect or other beliefs, dress, association, foundation or union membership, health, sexual life, criminal conviction and security measures, and biometric and genetic data, means.

Purpose and Scope

This Policy is a guide for our Institution to implement the rules set forth by the KVK Law and the relevant legislation.

The main purpose of the policy is to make explanations regarding the processing and protection of personal data in accordance with the Law and to provide transparency by informing people about the personal data processed by our Institution. In this way, it is aimed to ensure full compliance with the legislation in the processing and protection of personal data carried out by our Institution and to protect all the rights of personal data owners arising from the legislation regarding personal data.

This Policy relates to all personal data of our citizens, employees, employee candidates, visitors, institutions we cooperate with, and third parties that are processed automatically or non-automatically, if they are part of any data recording system.

Principles

The actions and measures taken by our institution to ensure "data security" in accordance with the KVK Law are listed below.

In the deletion, destruction and anonymization of personal data, technical and administrative measures to be taken within the scope of the Law, provisions of the relevant legislation and Board decisions are followed.

All transactions regarding the deletion, destruction and anonymization of personal data are recorded by our Institution.

Unless a contrary decision is taken by the Board, the appropriate method of ex officio deletion, destruction or anonymization of personal data is determined in accordance with the legislation we are subject to.

⁵ KVK Law refers to "Personal Data Protection Law" in this official document obtained from the official web page of Izmir Metropolitan Municipality.



The processing conditions of personal data in the law are regulated within the framework of the legislation. In case the Related Person applies to our Institution in this regard;

Requests submitted are finalized within 30 (thirty) days at the latest and the Related Person is informed,

In case the data subject to the request has been transferred to third parties, this situation is notified to the third party to which the data is transferred, and necessary actions are taken before the third parties.

Based on the KVK Law and other laws (657, 5510 etc.) to which the employees are subject; They are legally liable for not being able to unlawfully disclose the personal data they have learned to others, not to use them other than for the purpose of processing, and that this obligation will continue even after they leave their job.

The legal, administrative and technical obligations that our Institution has to comply with while processing personal data, as the data controller, are imposed on the contractors by a confidentiality agreement.

Our institution takes the necessary technical and administrative measures to store personal data in secure environments and to prevent their destruction, loss or alteration for unlawful purposes.

Our Institution, in accordance with the KVK Law, carries out the necessary inspections within its own body or has it done. The results of these audits are reported to the relevant units and managers and necessary activities are carried out to improve the measures taken.

Processing Personal Data

Our institution processes personal data within the scope of the laws it is subject to while fulfilling its obligations and responsibilities.

Personal data cannot be processed without expressly stated in the applicable laws or without the explicit consent of the data owner. The express consent of the personal data owner is only one of the legal bases that makes it possible to process personal data in accordance with the law. Apart from express consent, personal data may also be processed in the presence of one of the other conditions listed below.

Our Institution may process the Personal Data of Personal Data Owners in cases expressly stipulated by the laws, even without express consent. For example, processing the identity information of the Bidder Company Official in accordance with the Public Procurement Law.

Personal Data may be processed without explicit consent in order to protect the life or bodily integrity of the person or another person who are unable to express their consent



due to actual impossibility or whose consent cannot be validated. For example, transmitting the identity card information of the unconscious visitor to the doctors by the security officer of the Institution.

Personal Data of the parties to the contract can be processed, if it is directly related to the establishment or performance of a contract by the Institution. For example, obtaining the account number information of the creditor for the payment of the money pursuant to a signed contract.

The Institution may process the Personal Data of Personal Data Owners if it is necessary to fulfill its legal obligations. For example, submission of information requested by court order to the court.

Personal Data made public by the Personal Data Owners by the Institution can be processed. e.g; Publishing the contact information of the employee candidate on websites that allow job applications.

If data processing is necessary for the establishment, exercise, or protection of a right, the personal data of the data owner may be processed. For example, storing demonstrative data (for example, an invoice) and using it as and when necessary.

The Institution may process the Personal Data of Personal Data Owners without seeking explicit consent in cases where data processing is necessary for the exercise or protection of a legally legitimate right. For example, camera recording for security purposes in the buildings and facilities of the institution.

Our institution does not process Sensitive Personal Data without the express consent of the person concerned, except for the cases expressly stipulated in the laws.

While our institution processes Personal data.

In the processing of personal data, it acts in accordance with the principles brought by legal regulations and the general rule of trust and honesty. In this context, it considers the proportionality requirements in the processing of personal data and does not use personal data for any other purpose.

The personal data processed by considering the fundamental rights of the personal data owners and their own legitimate interests.

Purposes of Processing Personal Data

Our institution processes your personal data for the following purposes.

- To use it in the services to be provided by our institution within the scope of the law and relevant legislation,
- To carry out our municipal services, to determine the information to determine the owner and addressee of all kinds of works and transactions,



- To prepare information and documents that will be the basis for works and transactions to be carried out on paper or electronically,
- To comply with the information retention, reporting and information obligations stipulated by the judicial and administrative authorities in accordance with the relevant legislation,
- Planning and execution of corporate sustainability activities,
- Event management,
- Management of relations with corporation companies and contractors,
- Execution of personnel procurement processes,
- Execution/follow-up of financial reporting and risk management transactions,
- Execution/follow-up of legal affairs
- Planning and execution of corporate communication activities,
- Execution of corporate governance activities,
- HIM and Information Request, complaint management,
- Giving information to authorized institutions based on legislation,
- Creating and tracking visitor records,
- Developing the services offered from WEB Sites and Applications,
- Providing free and wireless internet services,

In case the processing activity performed outside of the aforementioned purposes does not meet any of the conditions stipulated under the KVK Law, the Authority provides the explicit consent of the personal data owner regarding the relevant processing process.

Classification of Personal Data

In line with the legitimate and lawful personal data processing purposes of our institution, the personal data in the following categories are processed by informing the relevant persons in accordance with the Law, in compliance with all obligations set forth in the Law. It is also stated in this section that the personal data processed in these categories are related to which data owners are regulated within the scope of this Policy.

Personal Data	Explanation
Identity Information	Documents including Name-Surname, Identity number, nationality information, mother's name and father's name, place of birth, date of birth, gender such as driver's license, identity card and passport; and information such as tax number, identity number, nationality information, , tax number, Social Security Institution number, signature information, vehicle registration plate information, etc.
Contact Information	Information such as phone number, address, e-mail address, fax number, IP address, etc.
Location Data	Information that determines the location of the personal data owner, within the framework of the



	services carried out by the Institution or as a result of the services provided by the institutions we cooperate with; GPS location, address information, etc.
Citizen Data	As a result of the responsibilities of our institution and the services carried out by our units in this framework, the information obtained and produced about the person concerned, etc.
Family Members and Relatives' Information	Information about the family members (e.g., spouse, mother, father, child) and relatives of the personal data owner, custody information, emergency contact information, etc., regarding the services provided by our institution or in order to protect the legal and other interests of the personal data owner.
Physical Space Security Information	Personal data regarding the records and documents taken at the entrance to the physical space, during the stay in the physical space; camera recordings and recordings taken at the security point, etc.
Financial Information	Personal data, bank account number, IBAN number, credit card information, and personal data processed for information, documents and records showing all kinds of financial results created according to the type of legal relationship established by the institution with the personal data owner, income data etc.
Audio/Visual Information	Photographs and camera recordings (excluding the recordings included in the Physical Space Security Information), audio recordings and data contained in documents that are copies of documents containing personal data, etc.
Personal Information	All kinds of personal data processed for obtaining the information that will be the basis for the formation of the employee's personal rights, etc.
Special Qualified Personal Data	Data specified in Article 6 of the KVK Law, etc. (e.g., health data including blood group)
Transaction Security Information	Personal data, etc., processed to ensure our technical, administrative, and legal security while carrying out our activities within the scope of our responsibilities



Legal Process and Compliance Information	Determination and follow-up of our legal receivables and rights, performance of our debts, and personal data processed within the scope of compliance with our legal obligations and the Institution's policies, etc.
Service Information	Personal data processed for the service reception habits, tastes and needs of the personal data owner of our services, and reports and evaluations created according to the results of this processing, etc.
Request/Complaint Management Information	Personal data regarding the receipt and evaluation of all kinds of requests or complaints directed to the Institution, and reports and evaluations created according to the results of this processing, etc.

Data Processing in Buildings and Facility Entrances, and Inside Buildings and Facilities

To ensure security by our Institution, personal data processing activities are carried out in the buildings and facilities of our Institution for monitoring with security cameras and the tracking of guest entries and exits. These activities are carried out by using security cameras, obtaining identity cards and recording guest entries and exits.

Monitoring and recording with the camera carried out by our institution is carried out in accordance with the Law on Private Security Services and the relevant legislation.

In accordance with Article 12 of the KVK Law, our institution takes the necessary technical and administrative measures to ensure the security of personal data obtained because of camera monitoring.

Internet access can be provided by our Institution to our Visitors who request it during their stay in our Buildings and Facilities. In this case, the log records of your internet access are recorded in accordance with the Law No. 5651 and the mandatory provisions of the legislation arranged according to this Law; These records are only processed when requested by authorized public institutions and organizations or to fulfill our legal obligations in the audit processes to be carried out within the Institution.

Website and Application Visitors

In the websites and applications owned by our institution; It records the visits of the people who visit these sites in order to ensure that they carry out their visits in accordance with the purposes of their visit.



Detailed explanations on the processing and protection of personal data regarding these activities carried out by our Institution on WEB sites and applications are included in the Privacy Policy under the heading "Protection of Personal Data" on the Institution's WEB site.

Sharing of Personal Data

Personal data held by our institution with persons, institutions and/or organizations required/permitted by the laws, other laws and other legislation to which we are bound; with district municipalities in order to carry out the services offered to the citizens; It can be transferred to third parties from whom services are received to carry out our activities such as universities, public institutions and municipalities, within the scope of the applicable laws or by obtaining approval from the Izmir Metropolitan Municipality Council, within the framework of legal restrictions.

Personal Data Storage Period

Our institution keeps personal data for the period specified in these legislations if it is stipulated in the relevant laws and regulations.

If a period of time is not regulated in the legislation regarding how long personal data should be stored, Personal Data is processed for the period that requires processing depending on the activity carried out while processing that data.

Deleting, Destroying and Anonymizing Personal Data

Although our Institution has been processed in accordance with the provisions of the relevant law as regulated in Article 138 of the Turkish Penal Code and Article 7 of the KVK Law, personal data is deleted or destroyed upon the decision of the Institution or upon the request of the personal data owner, in case the reasons requiring processing are eliminated. or anonymized.

In this context, our Institution takes the necessary technical and administrative measures within the Institution to fulfill its related obligation; trains, assigns and raises awareness of the relevant units in order to comply with these obligations.

Anonymization of personal data means that personal data cannot be associated with an identified or identifiable natural person under any circumstances, even by matching them with other data. In accordance with Article 28 of the KVK Law; Anonymized personal data may be processed for purposes such as research, planning and statistics.

Related Person Request Management

In case personal data owners apply for their requests regarding their rights with the application methods under the title of "Protection of Personal Data" on the corporate



website of www.izmir.bel.tr; requests are concluded free of charge by our Institution within thirty days at the latest.

The Relevant Person's request, including the necessary information and explanations identifying his/her identity, in order to exercise his/her rights; By filling out the Application Form at www.izmir.bel.tr, you can personally send a signed copy to the address of İzmir Metropolitan Municipality Registrar's Office Cumhuriyet Bulvarı No:1 Kat:3 Konak İZMİR with the documents identifying your identity, send it through a notary public or send the relevant form to izmirbuyuksehirbelediye@hs01.kep.tr with a secure electronic signature.

Technical and Administrative Measures to Protect Personal Data

Our Institution, in accordance with the Law, takes the necessary technical and administrative measures to prevent the illegal processing of the Personal Data it processes, to prevent illegal access to the data and to ensure the preservation of the data. These measures are stated below.

Technical Measures

- a) Technical measures are taken in accordance with the developments in technology, the measures taken are periodically updated and renewed.
- b) Access authorizations are limited, and authorizations are reviewed regularly.
- c) The technical measures taken are periodically reported to the relevant person in accordance with the internal audit mechanism, the issues posing a risk are re-evaluated and the necessary technological solution is produced.
- d) Software and hardware including virus protection systems and firewalls are installed.
- e) Personnel knowledgeable in technical matters are employed.
- f) Security scans are regularly passed to detect security vulnerabilities in applications where Personal Data is collected. The gaps found are closed.
- g) Systems suitable for technological developments are used to store Personal Data in secure environments.
- h) Backup programs are used in accordance with the law to ensure that Personal Data is stored securely.
- i) Access to the data is restricted to the environments where Personal Data is kept, and only authorized persons are allowed to access this data, limited to the purpose of storing personal data, and inappropriate access or access attempts are communicated to the relevant persons by keeping track records of access to data storage areas where Personal Data is stored.

Administrative Measures

- a) Employees are informed and trained about the law on the protection of Personal Data and the processing of Personal Data in accordance with the law.
- b) All the activities carried out by the institution are analyzed in detail, specific to all units, and as a result of this analysis, Personal Data processing activities are revealed, specific to the activities carried out by the relevant units.



- c) In order to meet the legal compliance requirements determined on a unit basis, awareness is created for the relevant unit and implementation rules are determined; Necessary administrative measures are taken to ensure the control of these issues and the continuity of implementation.
- d) Employees are trained on technical measures to be taken to prevent unlawful access to Personal Data.
- e) Access to Personal Data and authorization processes are designed and implemented within the Institution in accordance with the legal compliance requirements for Personal Data processing.
- f) In addition to the contracts concluded by the Institution with the persons to whom Personal Data are transferred in accordance with the law; A confidentiality agreement is signed stating that the persons to whom Personal Data are transferred will take the necessary security measures for the protection of Personal Data and ensure that these measures are complied with in their own organizations.



Gediz Energy Company General Clarification Text in accordance with Personal Data Protection Legislation

(Translated from the Turkish version in Gediz Website. Available at: <https://www.gediz.com/bilgi/kisisel-verilerin-korunmasi>. Date Accessed: 18.11.2021)

1. Identity of Data Controller

As Gediz Elektrik Perakende Satış AŞ ("Gediz" or the "Company"), we show maximum sensitivity to the security and confidentiality of your personal data. With this awareness and within the responsibility of the data controller before the Law on the Protection of Personal Data No. 6698 ("Law"), we present the following matters for your information, within the scope of the disclosure obligation, in order to ensure that we act in accordance with the Law regarding the personal data we obtain:

2. Processing of Personal Data and Purposes of Processing

Although your personal data may vary in relation to the service and commercial activity offered by Gediz, it is processed by our Company to ensure that the services are provided in the best possible way. In this context.

If you are a natural person customer/employee/contact person/partner/authority of legal person or real person merchant customers and in some cases a curator/guardian/representative, guarantor, potential customer of our company:

Your personal data (identity, contact, customer transaction information) and sensitive personal data might be provided (in case of sharing by real person customers, health report in accordance with the Electricity Market Consumer Services Regulation, as well as religion, blood group information in identity documents indirectly through a copy of identity and/or driver's license).

Execution of subscription contract processes, follow-up of after-sales support services, customer relationship management processes, customer satisfaction activities, legal, financial and accounting works, follow-up of requests / complaints, execution of activities in accordance with the Electricity Market Law and secondary legislation and other relevant legislation, carrying out advertisement/campaign/promotion/survey activities within the framework of marketing analysis, conducting/supervision of business activities, conducting audit activities, conducting business continuity activities, conducting risk management processes, conducting strategic planning activities, receiving and assessing suggestions for improvement of business processes, follow-up and execution of social responsibility and non-governmental activities, informing authorized persons, institutions and organizations upon request, conducting communication activities, carrying out storage and archiving activities, conducting information security processes may be finitely processed for the purposes of complying with the policies and procedures of the Company and the Aydem Holding group of companies to which the Company is affiliated.



If you are an employee/contact person/partner/authority of our legal or natural person merchants/suppliers/business partners/subcontractors:

In case of sharing your personal data (identity, communication, financial, personal data), your sensitive personal data (health, criminal conviction data) can also be processed for the purposes of follow-up of contract processes, goods and service sales processes, follow-up of legal, finance and accounting works, execution of risk management processes, occupational health and safety, execution/audit of business activities, execution of performance evaluation processes, providing information to authorized persons, institutions and organizations upon request, execution of communication activities, execution of information security processes.

In addition,

- If you visit our company's workplaces, your identity information, physical space security data, for ensuring physical space security, creating visitor records, and complying with Gediz policies and procedures,
- If you visit our website, your transaction security data is kept in electronic environment to fulfill the obligations arising from the legislation in accordance with the Law No. 5651, to comply with Gediz policies and procedures, and to carry out information security processes,
- If you log in to the wireless network system provided by our company free of charge, your personal data regarding identity, communication and transaction security can be processed in a limited and measured way in connection with its purposes of fulfilling the obligations arising from the legislation, preventing illegal and unethical use of the system, complying with Gediz's policies and procedures, and conducting information security processes.

Your personal data can also be stored in both digital and physical environments by transferring them to physical archives and information systems.

3. To Whom the Processed Personal Data Can Be Transferred and For What Purposes

Your collected personal data, for the purposes described in Article 2 of this Clarification Text, within the scope of the Law and related legislation and depending on the reasons that require it to be transferred, and limited to these reasons; Execution and support of the systems and operational processes of companies providing information technology services in the country and abroad that we cooperate with and benefit from, including official institutions and organizations, independent audit companies, lawyers, law and mediation offices, banks, our business partners and suppliers may be transferred to our Company's domestic shareholders and group companies and to the databases used jointly with them.

4. Method and Legal Justification for Personal Data Collection

Your personal data, in accordance with the purposes described in article 2 of this Clarification Text and the basic principles stipulated in the Law, as specified in article 5 of



the Law; Based on and limited to the performance of the contract, the establishment, exercise or establishment of the right, the legitimate interest of the data controller and your express consent; Verbal or written information transmitted by your employer or you directly via our e-mail address, by automatic or non-automatic methods, can be collected through applications and software used within the scope of Company activities and camera circuit camera systems recordings.

5. Your Rights Regarding the Protection of Personal Data

Within the framework of personal data protection legislation, you have the right to learn whether your personal data is processed, to request information about it if it has been processed, to learn the purpose of the processing and whether it is used in accordance with these purposes by us, to learn the third parties to whom it has been transferred, in the country or abroad, to request that it be corrected if it is incomplete or incorrectly processed, and to notify the transferred third parties if it has been transferred, requesting that the processing conditions be deleted or destroyed and notified to the third parties if transferred, if you think that a result has arisen against you by analyzing the processed data exclusively through automatic systems, objecting to this situation, if you suffer a loss due to unlawful processing, and to demand the loss to be recovered.


Your requests within the scope of Article 11 of the Law, which regulates the rights of the person concerned, can be submitted to Anadolu Cad. No:41 Megapol Tower K:19 Bayraklı, İzmir, in writing and by providing your identity confirmation, in person or via e-mail confirming your membership to the e-mail address kvk.gediz@aydemenerji.com.tr.

Our company will finalize application requests within 30 (thirty) days at the latest, according to the nature of the request, in accordance with Article 13 of the Law. If the transaction requires cost, the tariff determined by the Personal Data Protection Board will be applied. If the request is rejected, the reason(s) for the rejection will be justified in writing or electronically. You can find detailed information on the evaluation process of application requests in our Company's Personal Data Protection and Processing Policy.



Opinion of the DPO regarding data collection activities with Pontos/Grohe & Climatequarter Waldsee, Germany, 2021/2022

Datenschutzerklärung für eine Umfrage

 Steininger Jasmin
An: Beyer Stefan

 Datenschutzerklärung Umfrage.docx
.docx-Datei

 Antworten  Allen antworten  Weiterleiten 

Mi 07.07.2021

Guten Tag Herr Beyer,

sie haben ja schon mit uns im Projekt Pontos, das in Zusammenarbeit mit hansgrohe durchgeführt wird, zusammengearbeitet. Nun möchten wir im Rahmen dieses Projektes eine Umfrage zum Thema „Nachhaltiger Umgang mit Energieressourcen“ mit den Probanden starten, die nicht zu den ausgewählten Testhaushalten gehören.

Hierfür haben wir eine Einwilligungserklärung geschrieben, in der wir auf eine Datenschutzverordnung verweisen. Nach Rücksprache mit der Digital Unit können wir auf die Datenschutzverordnung der badenova Webseite verlinken, wenn wir noch einen Text speziell auf die Umfrage bezogen schreiben, der dann auf der Webseite ergänzt wird.


Diesen haben wir verfasst und im Anhang angefügt. Könnten Sie diesen bitte prüfen, ob der so in Ordnung ist und mir dann Rückmeldung geben ob das so passt, oder ob da noch etwas fehlt. Es wäre gut wenn ich die Rückmeldung bis Montagmittag hätte. Vielen Dank schon mal.


Wenn Sie möchten können Sie sich den Fragebogen auch gerne anschauen. Dieser wird nicht auf der Webseite veröffentlicht, der Link wird an die entsprechenden Probanden per E-Mail verschickt:
https://badenova.formstack.com/forms/pontos_badenova_kooperation

Mit freundlichen Grüßen

Jasmin Steininger
Unternehmensentwicklung Innovation

AW: Datenschutzerklärung für eine Umfrage

 Beyer Stefan
An: Steininger Jasmin

 Sie haben am 09.07.2021 11:08 auf diese Nachricht geantwortet.

 Antworten  Allen antworten  Weiterleiten 

Fr 09.07.2021

Hallo Frau Steininger,

das ist so in Ordnung!
Da die Daten ja nur anonymisiert verwendet werden, bzw. gar keine personenbezogenen Daten erfragt werden, genügt der Hinweis in dieser Form.

Schönes Wochenende!

Mit freundlichen Grüßen

Stefan Beyer
Datenschutz und Informationssicherheit

AW: Datenschutz für eine Plakataktion

 Beyer Stefan
An: Titus Kati
Cc: Steininger Jasmin; Sameith Verena

 Antworten  Allen antworten  Weiterleiten 

Di 14.09.2021

Guten Tag Herr Beyer,

Im Projekt ENCHANT organisieren wir gerade die nächste Mitmachaktion. Es geht um eine Plakataktion auf dem Straßenfest Waldsee. Hierfür stellen wir Plakate auf dem Fest auf und wollen die Besucher dazu bringen über einen QR Code auf eine Landing Page zu kommen. Dort wollen wir ihnen 3 Fragen stellen und ihnen die Möglichkeit geben sich für unsere nächste Mitmachaktion zu registrieren (Eine Umfrage mit anschließender Verlosung).

Damit wir hier abgesichert sind werden wir auf der Datenschutzeite bei badenova.de einen Zusatz für die Plakataktion einbauen lassen. Auf der Landing Page werden wir dann auf die Webseite verweisen.

Datenschutzerklärung Plakataktion Straßenfest Waldsee

Ziel dieser Plakataktion ist es zu verproben, ob die Besucher des Straßenfestes eher auf eine emotional negative oder positiv aufgeladene Darstellung reagieren und über einer QR-Scode eine Webseite aufrufen. Hierfür werden sind auf dem Fest acht Plakate platziert. Ihre Angaben auf unserer Landing Page werden im Rahmen des EU-Forschungsvorhabens ENCHANT ausgewertet und tragen dazu bei, Maßnahmen zu entwickeln, die zu die zu einer steigenden Energieeffizienz in privaten Haushalten führen sollen. Zudem erhält die badenova AG & Co. KG alle Daten aus der Befragung.

Für die Erlaubnis, dass wir sie für die nächste Aktion anschreiben dürfen, werden wir ein Kästchen mit dem folgenden Text mit auf die Landing Page packen:

Einwilligung Nachhaltigkeitsprojekt ENCHANT - Erlaubnis sie erneut zu kontaktieren

Die Plakataktion ist Bestandteil des EU-weiten Projektes ENCHANT zur Nachhaltigkeit. Daher werden in einem zweiten Projektschritt weitere Personen für eine Befragung mit anschließender Verlosung zur Nachhaltigkeit gesucht. Ich bin damit einverstanden, dass die badenova AG & Co. KG mich per E-Mail über weitere Möglichkeiten zur Teilnahme am EU-Projekt ENCHANT informiert.

Sind die beiden Texte für unser Vorhaben ausreichend? ☺
Vielen Dank schon mal.



AW: Datenschutz für eine Plakataktion



Beyer Stefan
An: Titus Kati
Cc: Steininger Jasmin; Sameith Verena



Hallo Frau Titus,

grundsätzlich ist dies mit dem Verweis auf die Datenschutzerklärung und den Hinweis beim Einwilligungsfeld so in Ordnung.

Es müssen noch die Angaben ergänzt werden, wie lange die Daten gespeichert bzw. wann sie gelöscht werden.

Bei der Einwilligung muss auch stehen, wie diese widerrufen werden kann (z. B. per E-Mail an ...).

Werden Daten auch an Dritte weitergegeben? Dann muss auch dies benannt werden.

Wichtig ist auch, dass auch wirklich nur die für den Zweck erforderlichen Daten erhoben und sie auch nur für den angegebene Zweck genutzt werden.

Vielen Dank für die Anfrage!

Mit freundlichen Grüßen

Stefan Beyer
Datenschutz und Informationssicherheit

badenova AG & Co. KG
Tullastraße 61
79108 Freiburg i. Br.



Opinion of the DPO regarding the survey platform, Germany, 2022/2023

AW: Abstimmung ENCHANT - Datenschutz und Einwilligungserklärung Umfrage - Nachhaltigkeit

 Beyer Stefan
An: Steininger Jasmin
Sie haben am 28.03.2022 16:04 auf diese Nachricht geantwortet.

 Antworten  Allen antworten  Weiterleiten  Drucken  ...
Mo 28.03.2022 15:46

Hallo Frau Steininger,

ja, ich denke, das geht.
Es handelt sich ja um „Engagement“, zu dem die Freiwilligen grundsätzlich bereit sind. Die Verschiebungs-Info ist erforderlich. Der zusätzliche (erneute) Hinweis auf die Nachhaltigkeitsumfrage sehe ich da auch mehr als Angebot. Werbung ist es ja nicht.

Mit freundlichen Grüßen

Stefan Beyer
Datenschutz und Informationssicherheit

Telefon 0761 279-2425

Von: Steininger Jasmin <jasmin.steinger@badenova.de>
Gesendet: Montag, 28. März 2022 14:20
An: Beyer Stefan <stefan.beyer@badenova.de>
Betreff: AW: Abstimmung ENCHANT - Datenschutz und Einwilligungserklärung Umfrage - Nachhaltigkeit

Hallo Herr Beyer,

das freut uns, dass das so in Ordnung ist.

Nun haben wir aber eine weitere Frage und zwar haben wir nun knapp 250 Freiwillige, die sich bereit erklärt hatten, bei einer anderen Mitmachaktion teilzunehmen. Vielleicht erinnern Sie sich an unseren Flyer von vor ein paar Wochen, wegen dem sich Frau Jahn bei Ihnen gemeldet hatte. Leider müssen wir diese Aktion einige Monate nach hinten verschieben.

Wir möchten hierzu alle registrierten Freiwilligen eine E-Mail schicken, um sie entsprechend zu informieren, dass das Ganze nicht wie geplant im Frühjahr 2022 stattfindet, sondern erst im Herbst 2022.

Da wir für alle die Einwilligung haben, dass wir sie im Rahmen dieser Mitmachaktion informieren dürfen, sollte das ja in Ordnung gehen. Nun hatten wir uns die Frage gestellt, ob wir diesen Freiwilligen in dieser Info-Mail auch anbieten dürfen, dass Sie bei Interesse auch gerne an unserer Nachhaltigkeitsumfrage teilnehmen können. Dürfen wir das tun? Wir hatten uns überlegt, dass wir das so formulieren könnten, dass wir uns für die Verschiebung entschuldigen und ihnen die Umfrage als eine Art „in der Zwischenzeit bieten wir das“ Angebot formulieren.

Hier finden Sie unsere Landing Page mit unseren Einwilligungserklärungen: badenova.de/mini-pv
Den Passus „Einwilligung Kontaktaufnahme: Nachhaltigkeitsumfrage“ haben wir erst vor ein paar Wochen eingefügt, die Landing Page ist aber seit Anfang Dezember offen.

Gerne können Sie mich bei Fragen telefonisch kontaktieren.


Mit freundlichen Grüßen

Jasmin Steininger
Unternehmensentwicklung Innovation

badenova AG & Co. KG
Tullastraße 61
79108 Freiburg i. Br.
Telefon 0761 279 3080
jasmin.steinger@badenova.de
badenova.de

AW: Abstimmung ENCHANT - Datenschutz und Einwilligungserklärung Umfrage - Pontos

 Beyer Stefan
An: Steininger Jasmin
Sie haben diese Nachricht am 23.03.2022 08:54 weitergeleitet.

 Antworten  Allen antworten  Weiterleiten  Drucken  ...
Di 22.03.2022 15:31

Hallo Frau Steininger,

prima; das passt!

Mit freundlichen Grüßen

Stefan Beyer
Datenschutz und Informationssicherheit

Telefon 0761 279-2425

Von: Steininger Jasmin <jasmin.steinger@badenova.de>
Gesendet: Mittwoch, 16. März 2022 16:22
An: Beyer Stefan <stefan.beyer@badenova.de>
Betreff: Abstimmung ENCHANT - Datenschutz und Einwilligungserklärung Umfrage - Pontos

Hallo Herr Beyer,

Im Projekt ENCHANT stehen nun wieder zwei Umfragen an, wofür wir wieder die Einwilligungserklärung und den Datenschutz Passus mit Ihnen abstimmen wollen.

Gemeinsam mit Hansgrohe haben wir ja letztes Jahr schon 2 Interviews mit Testkunden durchgeführt. Diese haben sich auch bereit erklärt, dass wir sie noch ein drittes Mal kontaktieren dürfen, wenn sie da Produkt „Wassermanagementsystem Pontos“ schon etwas länger in Benutzung haben. Da sich die Rahmenbedingungen und der Ablauf der Interviews nicht geändert haben, habe ich die alte, schon mit Ihnen abgestimmte Einwilligungserklärung nur minimal angepasst. Zudem hatten wir den Testkunden damals auch eine eigene Datenschutzhinweise zugesickt. Diese würde ich unverändert lassen bzw. hat der Kunde die ja schon seit Projektbeginn vorliegen.

Ist es in Ordnung, wenn wir hier so verfahren? Ich habe Ihnen die Datenschutzhinweise und die etwas abgeänderte Einwilligungserklärung angehängt. Könnten Sie sich das bitte anschauen?

Zudem fragen wir die Testkunden am Ende, ob Sie uns Ihre Wasserverbrauchsdaten, die das Produkt Pontos aufgezeichnet hat, zur Verfügung stellen. Zugriff auf diese Daten werden Hansgrohe und die wissenschaftlichen Partner von ENCHANT haben. Hierfür haben wir folgenden Absatz formuliert:

Einwilligungserklärung Nutzung der Wasserverbrauchsdaten

Die Bereitstellung Ihrer Wasserverbrauchsdaten aus dem Wassermanagementsystem Pontos ist freiwillig und erfolgt unentgeltlich.
Ihre Verbrauchsdaten werden anonymisiert gespeichert, ein Rückschluss Ihrer Verbrauchsdaten auf Sie ist nicht möglich.

Die Verarbeitung Ihrer Verbrauchsdaten ist erforderlich für die Einordnung der Ergebnisse im EU-Forschungsprojekt „ENCHANT“. Die Verbrauchsdaten werden analysiert und durch die wissenschaftlichen Partner veröffentlicht. Ihre Verbrauchsdaten werden bis zum Ende des Projekts, im März 2023, verschlüsselt auf dem Server des EU-Forschungsprojekts gespeichert. Im Zuge der Auswertung Ihrer Verbrauchsdaten werden Ihre Daten ebenfalls der Firma Hansgrohe Deutschland Vertriebs GmbH zur Verfügung gestellt.

Ihre Einwilligungserklärung können Sie jederzeit unter der angegebenen E-Mail-Adresse widerrufen. Durch den Widerruf der Einwilligungserklärung entstehen keine Nachteile für Sie. Bei Fragen können Sie sich gerne bei der unten aufgeführten Adresse melden:
innovation@badenova.de

Da es sich um ein Interview handelt würde die Moderatorin den Absatz vorlesen, wenn der Testkunde sich bereit erklärt uns die Daten zur Verfügung zu stellen. Wir hätten für den Datenschutz ebenfalls auf das schon vorhandene Dokument „Datenschutzhinweise“ verwiesen.

Mit freundlichen Grüßen

Jasmin Steininger
Unternehmensentwicklung Innovation



Opinion of the DPO regarding the sustainability survey, Germany, 2022

AW: Abstimmung ENCHANT - Datenschutz und Einwilligungserklärung Umfrage - Nachhaltigkeit

 Beyer Stefan
An: Steininger Jasmin
Sie haben am 28.03.2022 14:19 auf diese Nachricht geantwortet.

Antworten | Allen antworten | Weiterleiten |  

Do 24.03.2022 11:33

Von: Steininger Jasmin <jasmin.steininge@badenova.de>
Gesendet: Mittwoch, 16. März 2022 16:30
An: Beyer Stefan <stefan.beyer@badenova.de>
Betreff: Abstimmung ENCHANT - Datenschutz und Einwilligungserklärung Umfrage - Nachhaltigkeit

Hallo Herr Beyer,

bei dem zweiten Umfragen-Vorhaben geht es um die Einstellung und das Verhalten von Privathaushalten zum Klimawandel bzw. zur Nachhaltigkeit. Es handelt sich hierbei um eine online Umfrage.

Hierfür haben wir folgende Einwilligungserklärung formuliert:

Einwilligungserklärung Nachhaltigkeitsumfrage

Die folgende Umfrage findet als Teil des EU-Forschungsprojekts „ENCHANT“ statt, dessen Ziel die Kundenbeobachtung zur Auswahl von Mechanismen zur Verhaltensänderung hin zu einem nachhaltigeren und schonenderen Umgang mit Energieressourcen ist. Ihre Teilnahme an der Umfrage ist freiwillig und unentgeltlich. Sie können zu jedem Zeitpunkt die Umfrage, ohne Angaben von Gründen, abbrechen. Ihre Antworten werden über das Programm Formstack erfasst und anonymisiert gespeichert. Ein Rückschluss Ihrer Antwort auf Sie ist nicht möglich.

Die Verarbeitung Ihrer Angaben ist erforderlich für die Einordnung der Ergebnisse im EU-Forschungsprojekt „ENCHANT“. Die erhobenen Umfragedaten werden analysiert und durch die wissenschaftlichen Partner veröffentlicht. Ihre Angaben werden bis zum Ende des Projekts, im März 2023, verschlüsselt auf dem Server des EU-Forschungsprojekts gespeichert.

Durch einen Abbruch der Umfrage entstehen keine Nachteile für Sie. Ihre Einwilligungserklärung können Sie jederzeit unter der angegebenen E-Mail-Adresse widerrufen. Bei Fragen zur Umfrage können Sie sich gerne bei der unten aufgeführten Adresse melden: innovation@badenova.de

Für weitere Informationen zum Schutz der Daten können Sie die geltende Datenschutzverordnung (Link) ansehen.

Die Datenschutz Seite der badenova würden wir um folgenden Absatz erweitern:

Datenschutzklärung Nachhaltigkeitsumfrage

Ziel unserer Umfrage ist es, Ihre Einstellung und Ihr Verhalten bezüglich des Klimawandels und im Sinne der Nachhaltigkeit zu analysieren. Hierfür stellen wir Ihnen Fragen über Ihren Energieverbrauch und Ihre Wartungsbereitschaft. Ihre Angaben werden im Rahmen der EU-Forschungsvorhabens ENCHANT ausgewertet und tragen dazu bei, Maßnahmen zu entwickeln, die zu einer steigenden Energieeffizienz in privaten Haushalten führen soll. Die demographischen Daten, die wir in der Umfrage abfragen dienen dazu, Ihre Angaben mit anderen Forschungsergebnissen zu vergleichen. Mit Ihrer Teilnahme an der Umfrage willigen Sie daher ein, dass wir Ihre Daten anonymisiert auswerten und an die wissenschaftlichen Partner im Projekt weitergeben dürfen.

Würde das so gehen?

Mit freundlichen Grüßen

Jasmin Steininger
Unternehmensentwicklung Innovation

AW: Abstimmung ENCHANT - Datenschutz und Einwilligungserklärung Umfrage - Nachhaltigkeit

 Beyer Stefan
An: Steininger Jasmin
Sie haben am 28.03.2022 14:19 auf diese Nachricht geantwortet.

Antworten | Allen antworten | Weiterleiten |  

Do 24.03.2022

Hallo Frau Steininger,

nein, das Vorgehen zur Gewinnung von Teilnehmenden ist ok; ich hatte befürchtet, dass Mails an Kunden versendet werden. Anzeigen und Newsletter ist aber in Ordnung.

Mit freundlichen Grüßen

Stefan Beyer
Datenschutz und Informationssicherheit

Telefon 0761 279-2425

Von: Steininger Jasmin <jasmin.steininge@badenova.de>
Gesendet: Mittwoch, 23. März 2022 09:07
An: Beyer Stefan <stefan.beyer@badenova.de>
Betreff: AW: Abstimmung ENCHANT - Datenschutz und Einwilligungserklärung Umfrage - Nachhaltigkeit

Hallo Herr Beyer,

vielen Dank für Ihre beiden schnellen Rückmeldungen.

Für diese Umfrage haben wir einige externe Partner gewinnen können, die uns angeboten haben, dass wir mit ihnen zusammenarbeiten können. Sie würden für die Umfrage in Ihren Kundenmagazinen, Netzwerken, Gemeindezeitschrift, Webseiten für uns werben, wenn wir entsprechende Texte liefern. Hieran arbeiten wir noch. Zudem steht noch im Raum, welche Kanäle wir von der badenova nutzen wollen und dürfen (Social media, Newsletter an Bestandskunden) – für entsprechende Bilder zur Einhaltung der CI ist meine Kollegin im engen Austausch mit Frau K. Jahn.

Sollten die Arten der Kontaktaufnahmen ebenfalls in die Einwilligungserklärung oder Datenschutzerklärung?

VG
Jasmin Steininger
Unternehmensentwicklung Innovation
ESDG

Telefon 0761 279 3080

Von: Beyer Stefan <stefan.beyer@badenova.de>
Gesendet: Dienstag, 22. März 2022 16:08
An: Steininger Jasmin <jasmin.steininge@badenova.de>
Betreff: AW: Abstimmung ENCHANT - Datenschutz und Einwilligungserklärung Umfrage - Nachhaltigkeit

Hallo Frau Steininger,

auch das ist soweit in Ordnung.
Wie werden Teilnehmende zu der Teilnahme an der Abstimmung aufgerufen / kontaktiert?

Mit freundlichen Grüßen




Opinion of the DPO regarding the qualitative interviews in Norway, 2023

[Meldeskjema](#) / [ENCHANT](#) / Vurdering

Vurdering av behandling av personopplysninger

 Skriv ut

 21.02.2023 ▾

Referansenummer

481277

Vurderingstype

Standard

Dato

21.02.2023

Prosjekttittel

ENCHANT

Behandlingsansvarlig institusjon

NTNU Samfunnsforskning AS

Prosjektansvarlig

Berit Therese Nilsen

Prosjektperiode

15.11.2022 - 01.02.2024


Kategorier personopplysninger

Alminnelige

Lovlig grunnlag

Samtykke (Personvernforordningen art. 6 nr. 1 bokstav a)

Behandlingen av personopplysningene er lovlig så fremt den gjennomføres som oppgitt i meldeskjemaet. Det lovlige grunnlaget gjelder til 01.02.2024.

[Meldeskjema](#) 

Kommentar

Personverntjenester har vurdert endringen registrert i meldeskjemaet.

Det er vår vurdering at behandlingen av personopplysninger i prosjektet vil være i samsvar med personvernlovgivningen så fremt den gjennomføres i tråd med det som er dokumentert i meldeskjemaet med vedlegg. Behandlingen kan fortsette.

ENDRINGER REGISTRERT

Det er lagt til et nytt utvalg i forskningsprosjektet som vil bli intervjuet.

OPPFØLGING AV PROSJEKTET

Vi vil følge opp underveis (hvert annet år) og ved planlagt avslutning for å avklare om behandlingen av personopplysningene er avsluttet/pågår i tråd med den behandlingen som er dokumentert.

Kontaktperson: Henriette S. Munthe-Kass

Lykke til videre med prosjektet!



Opinion of the DPO regarding the Intervention Platform in Norway, 2023

Vurdering av behandling av personopplysninger

Skriv ut

25.11.2022

Referansenummer
120694

Vurderingstype
Standard

Dato
25.11.2022

Prosjekttittel
ENCHANT - Electricity saving intervention and survey platform

Behandlingsansvarlig institusjon
Norges teknisk-naturvitenskapelige universitet / Fakultet for samfunns- og utdanningsvitenskap (SU) / Institutt for psykologi

Prosjektansvarlig
Christian Klöckner

Prosjektperiode
02.01.2023 - 31.12.2023

Kategorier personopplysninger
Alminnelige

Lovlig grunnlag
Samtykke (Personvernforordningen art. 6 nr. 1 bokstav a)

Behandlingen av personopplysningene er lovlig så fremt den gjennomføres som oppgitt i meldeskjemaet. Det lovlige grunnlaget gjelder til 31.12.2023.

[Meldeskjema](#)

Kommentar

OM VURDERINGEN

Personverntjenester har en avtale med institusjonen du forsker eller studerer ved. Denne avtalen innebærer at vi skal gi deg råd slik at behandlingen av personopplysninger i prosjektet ditt er lovlig etter personvernregelverket.

Personverntjenester har nå vurdert den planlagte behandlingen av personopplysninger. Vår vurdering er at behandlingen er lovlig, hvis den gjennomføres slik den er beskrevet i meldeskjemaet med dialog og vedlegg.

VIKTIG INFORMASJON TIL DEG

Du må lagre, sende og sikre dataene i tråd med retningslinjene til din institusjon. Dette betyr at du må bruke leverandører for spørreskjema, skylagring, videosamtale o.l. som institusjonen din har avtale med. Vi gir generelle råd rundt dette, men det er institusjonens egne retningslinjer for informasjonssikkerhet som gjelder.

TYPE OPPLYSNINGER OG VARIGHET

Prosjektet vil behandle alminnelige kategorier av personopplysninger frem til 31.12.2023.

LOVLIG GRUNNLAG

Prosjektet vil innhente samtykke fra de registrerte til behandlingen av personopplysninger. Vår vurdering er at prosjektet legger opp til et samtykke i samsvar med kravene i art. 4 og 7, ved at det er en frivillig, spesifikk, informert og utvetydig bekreftelse som kan dokumenteres, og som den registrerte kan trekke tilbake. Lovlig grunnlag for behandlingen vil dermed være den registrertes samtykke, jf. personvernforordningen art. 6 nr. 1 bokstav a.



PERSONVERNPRINSIPPER

Personverntjenester vurderer at den planlagte behandlingen av personopplysninger vil følge prinsippene i personvernforordningen om:

- lovlighet, rettferdighet og åpenhet (art. 5.1 a), ved at de registrerte får tilfredsstillende informasjon om og samtykker til behandlingen
- formålsbegrensning (art. 5.1 b), ved at personopplysninger samles inn for spesifikke, uttrykkelig angitte og berettigede formål, og ikke viderebehandles til nye uforenlige formål
- dataminimering (art. 5.1 c), ved at det kun behandles opplysninger som er adekvate, relevante og nødvendige for formålet med prosjektet
- lagringsbegrensning (art. 5.1 e), ved at personopplysningene ikke lagres lengre enn nødvendig for å oppfylle formålet

DE REGISTRERTES RETTIGHETER

Personverntjenester vurderer at informasjonen om behandlingen som de registrerte vil motta oppfyller lovens krav til form og innhold, jf. art. 12.1 og art. 13.

Så lenge de registrerte kan identifiseres i datamaterialet vil de ha følgende rettigheter: innsyn (art. 15), retting (art. 16), sletting (art. 17), begrensning (art. 18) og dataportabilitet (art. 20).

Vi minner om at hvis en registrert tar kontakt om sine rettigheter, har behandlingsansvarlig institusjon plikt til å svare innen en måned.

FØLG DIN INSTITUSJONS RETNINGSLINJER

Personverntjenester legger til grunn at behandlingen oppfyller kravene i personvernforordningen om riktighet (art. 5.1 d), integritet og konfidensialitet (art. 5.1. f) og sikkerhet (art. 32).

Ved bruk av databehandler (spørreskjemaleverandør, skylagring, videosamtale o.l.) må behandlingen oppfylle kravene til bruk av databehandler, jf. art 28 og 29. Bruk leverandører som din institusjon har avtale med.

Personopplysninger skal overføres utenfor EU/EØS til Digital Ocean i USA. Opplysningene overføres med grunnlag i art. 46 med ytterlige tiltak at det kun overføres pseudonymiserte opplysninger. Det er vår vurdering at behandlingen oppfyller kravene til behandling av personopplysninger utenfor EU, jf. personvernforordningen kapittel 5.

For å forsikre dere om at kravene oppfylles, må dere følge interne retningslinjer og eventuelt rådføre dere med behandlingsansvarlig institusjon.

MELD VESENTLIGE ENDRINGER

Dersom det skjer vesentlige endringer i behandlingen av personopplysninger, kan det være nødvendig å melde dette til oss ved å oppdatere meldeskjemaet. Før du melder inn en endring, oppfordrer vi deg til å lese om hvilke type endringer det er nødvendig å melde: <https://www.nsd.no/personverntjenester/fyll-ut-meldeskjema-for-personopplysninger/melde-endringer-i-meldeskjema> Du må vente på svar fra oss før endringen gjennomføres.

OPPFØLGING AV PROSJEKTET

Personverntjenester vil følge opp ved planlagt avslutning for å avklare om behandlingen av personopplysningene er avsluttet.

Kontaktperson hos oss: Markus Celiussen

Lykke til med prosjektet!





[Meldeskjema](#) / [ENCHANT](#) / Vurdering

Vurdering av behandling av personopplysninger

Referansenummer

363332

Vurderingstype

Standard

Dato

23.03.2023

Prosjekttittel

ENCHANT

Behandlingsansvarlig institusjon

NTNU Samfunnsforskning AS

Prosjektansvarlig

Lucia Liste

Prosjektperiode

15.02.2023 - 30.06.2023

Kategorier personopplysninger

Alminnelige

Lovlig grunnlag

Allmenn interesse eller offentlig myndighet (Personvernforordningen art. 6 nr. 1 bokstav e)

Behandlingen av personopplysningene er lovlig så fremt den gjennomføres som oppgitt i meldeskjemaet. Det lovlege grunnlaget gjelder til 30.06.2023.

[Meldeskjema](#)

Kommentar**ABOUT OUR ASSESSMENT**

Data Protection Services has an agreement with the institution where you are a student or a researcher. As part of this agreement, we provide guidance so that the processing of personal data in your project is lawful and complies with data protection legislation.

PUBLIC INTEREST

The processing of personal data is necessary for the performance of a task carried out in the public interest (research), cf. the General Data Protection Regulation Art. 6 (1) e, and for scientific research purposes, cf. Art. 6 (3) b, cf. the Personal Data Act § 8. The processing is in accordance with appropriate safeguards for the rights and freedoms of the data subject, cf. Art. 89(1). In our assessment we emphasize that:

- the purpose of the project is to support the energy transition by testing the impact of interventions affecting energy consumption behaviour on a large-scale across Europe. The interventions will be developed, fitted, and tested with the objective to unlock an energy efficiency potential in the public, through behavioural change
- the data will only be used for the purpose described in the project
- the data consists of publically shared Facebook posts
- only general categories
- small amount of data
- copy-paste as method for collection (i.e. better control of what kind of personal data that is collected)
- no sensitive information will be registered
- the information will be rapidly anonymized during the analysis
- quotes will be translated into English
- only project members will have access to personal data
- the duration of processing is short

IMPOSSIBLE / DISPROPORTIONATE EFFORT TO INFORM

The data subjects will not be provided with individual information since it would prove impossible / disproportionately difficult to inform, cf. General Data Protection Regulation Art. 14 (5) b. The personal data is processed for research purposes, and the data controller will take appropriate measures to safeguard the rights and freedoms of the data subjects. We recommend that the project publish information about the project in relevant channels so that the data subjects may find information about the project. In our assessment we give weight to the fact that:



- the researcher does not have contact details
- the project has low risk
- data will be anonymized by using generalization techniques so that individuals cannot be identified in the descriptions of the content analyzed

FOLLOW YOUR INSTITUTION'S GUIDELINES

We have assessed that you have legal basis to process the personal data, but remember that you must store, send and secure the collected data in accordance with your institution's guidelines. This means that you must use data processors (and the like) that your institution has an agreement with (i.e. cloud storage, online survey, and video conferencing providers).

Our assessment presupposes that the project will meet the requirements of accuracy (art. 5.1 d), integrity and confidentiality (art. 5.1 f) and security (art. 32) when processing personal data.

NOTIFY CHANGES


If you intend to make changes to the processing of personal data in this project, it may be necessary to notify us. This is done by updating the information registered in the Notification Form. On our website we explain which changes must be notified. Wait until you receive an answer from us before you carry out the changes: <https://sikt.no/en/notify-changes-notification-form>

FOLLOW-UP OF THE PROJECT

We will follow up the progress of the project at the planned end date in order to determine whether the processing of personal data has been concluded.


Good luck with the project!




 Norsk ▾ Berit Therese Nilsen ▾

Meldeskjema / ENCHANT / Vurdering

Vurdering av behandling av personopplysninger

 Skriv ut

 21.02.2023 ▾

Referansenummer
481277

Vurderingstype
Standard

Dato
21.02.2023

Prosjekttittel
ENCHANT


Behandlingsansvarlig institusjon
NTNU Samfunnsforskning AS

Prosjektansvarlig
Berit Therese Nilsen

Prosjektperiode
15.11.2022 - 01.02.2024

Kategorier personopplysninger
Alminnelige

Lovlig grunnlag
Samtykke (Personvernforordningen art. 6 nr. 1 bokstav a)

Behandlingen av personopplysningene er lovlig så fremt den gjennomføres som oppgitt i meldeskjemaet. Det lovlige grunnlaget gjelder til 01.02.2024.
[Meldeskjema](#) 

Kommentar
Personverntjenester har vurdert endringen registrert i meldeskjemaet.

Det er vår vurdering at behandlingen av personopplysninger i prosjektet vil være i samsvar med personvernlovgivningen så fremt den gjennomføres i tråd med det som er dokumentert i meldeskjemaet med vedlegg. Behandlingen kan fortsette.

ENDRINGER REGISTRERT
Det er lagt til et nytt utvalg i forskningsprosjektet som vil bli intervjuet.

OPPFØLGING AV PROSJEKTET
Vi vil følge opp underveis (hvert annet år) og ved planlagt avslutning for å avklare om behandlingen av personopplysningene er avsluttet/pågår i tråd med den behandlingen som er dokumentert.

Kontaktperson: Henriette S. Munthe-Kass
Lykke til videre med prosjektet!



15.09.2022

Datenverarbeitungsrichtlinie Schneemann Gruppe

Datenverarbeitungsrichtlinie

für die Unternehmen der Schneemann Gruppe

Energie Kompass GmbH
futuregrid.energy Service GmbH
solar.one Immo GmbH & CoKG

Version 1.1 vom 15.09.2022



1 Zweck und Anwendungsbereich

Diese Datenverarbeitungsrichtlinie regelt die Verarbeitung von personenbezogenen Daten durch Mitarbeiterinnen und Mitarbeiter der Unternehmen der Schneemann Gruppe (Energie Kompass GmbH, futuregrid.energy Service GmbH, tribute.energy Immo KG) soweit diese im Rahmen der jeweiligen Tätigkeitsbereiche notwendigerweise zu erfolgen hat.

Die im Rahmen dieser Richtlinie festgelegten Prozesse und Maßnahmen sollen die Konformität zur europäischen Datenschutzgrundverordnung sicher stellen.

2 Personenbezogene Daten

Für die Abwicklung der in der Unternehmensgruppe getätigten Geschäfte und Projekte ist die Erfassung, Verarbeitung und Speicherung der folgenden personenbezogenen Daten von Kundinnen und Kunden notwendig:

2.1 Allgemeine pb Daten

Die folgenden pb Daten werden allgemein von Kundinnen und Kunden erfasst:

Vor – und Nachname
Akad. Titel
Wohnadresse
Geburtsdatum
Bankverbindung (IBAN, BIC)
Telefonnummer (Mobil, Festnetz)
E-Mail Adresse



2.2 pb Daten für PV - Projekte

Im Rahmen von Photovoltaik Projekten, Bürgerbeteiligungsprojekten und Projekten aus dem Sonnenkraftwerk Burgenland ist zusätzlich zu den allgemeinen Daten die Erfassung der folgenden pb Daten erforderlich:

Technische Daten der Anlage
Stromverbrauchsdaten
Stromrechnungsdaten d. Stromanbieters
Anlagenfotos

2.3 pb Daten für E-Mobilitäts Services

Im Rahmen von E-Mobilitäts Services ist zusätzlich zu den allgemeinen Daten die Erfassung der folgenden pb Daten erforderlich:

Marke und Type des Vertragsfahrzeuges
Kilometerstand des Vertragsfahrzeuges
Kennzeichen des Vertragsfahrzeuges
Baujahr des Vertragsfahrzeuges
Ladeleistung (AC / DC) des Vertragsfahrzeuges

3 Datenschutzbeauftragte(r)

Da die Datenverarbeitung keine Kerntätigkeit in der Unternehmensgruppe darstellt und keine lt. Art. 37 DSGVO besonderen Daten erhoben werden, ist eine Ernennung eines/r Datenschutzbeauftragten nicht erforderlich. Sollten



Unklarheiten bezüglich der Verarbeitung von pb Daten bestehen sind Fragen direkt an die Geschäftsführung bzw. den/die von der Geschäftsführung benannten Stellvertreter(in) zu richten.

4 Verarbeitung von pb Daten

4.1 Zustimmungserklärung

Jegliche Erfassung, Verarbeitung und Speicherung von pb Daten erfordert die ausdrückliche Zustimmung der jeweils erfassten Person.

Es ist daher vorab für jeden Geschäftsfall von den Kunden eine schriftliche Zustimmungserklärung einzuholen. Die für die jeweiligen Geschäftsfälle benötigten Zustimmungserklärungen befinden sich als Vorlage in der Projektablage des Unternehmensservers.

In der Zustimmungserklärung sind Kunden über die Art der erfassten Daten und die Form der Verarbeitung sowie über das Recht diese löschen zu lassen (sofern dem keine gesetzlichen Aufbewahrungspflichten entgegenstehen) zu informieren.

Die Zustimmungserklärungen werden zentral als Original archiviert und als Scan im entsprechenden Verzeichnis am Unternehmensserver abgelegt.

4.2 Speicherung und Verarbeitung von pb Daten

Eine Speicherung und elektronische Verarbeitung von pb Daten hat grundsätzlich am jeweils dafür vorgesehenen Verzeichnis des Unternehmensservers zu erfolgen.

Zur eindeutigen Identifikation des Speicherortes und zur Sicherstellung der Wiederauffindbarkeit ist unbedingt die folgende Verzeichnisstruktur einzuhalten:

- 📁 A - Energie Kompass GmbH
 - 📁 A.01 - ALLGEMEIN
 - 📁 A.02 - KLIMAFONDS
 - 📁 A.03 - FFG
 - 📁 A.04 - UMWELTFOERDERUNG
 - 📁 A.09 - PROJEKTE
 - 📁 A.99 - DATENAUSTAUSCH INTERN
- 📁 B - futuregrid.energy GmbH
 - 📁 B.01 ALLGEMEIN
 - 📁 B.02 SKWB
 - 📁 B.03 E-LADEINFRASTRUKTUR
 - 📁 B.99 DATENAUSTAUSCH INTERN



4.3 Datensicherheit

Alle erfassten und verarbeiteten pb Daten sind elektronisch im jeweils dafür vorgesehenen Verzeichnis des Unternehmensservers abzulegen. Die Datensicherung des Unternehmensservers erfolgt automatisiert über eine Backup – Software.

Personenbezogene Daten sind in jedem Fall auf dem Unternehmensserver abzulegen, eine alleinige Speicherung auf dem jeweiligen persönlichen Computer des/r MitarbeiterIn ist unzulässig, da auf den Einzelgeräten die zuverlässige Speicherung der Daten nicht sicher gestellt werden kann.

4.4 Mobile Endgeräte

Für den Vor – Ort Einsatz bei KundInnen ist die Verwendung von mobilen Endgeräten (Laptops, Tablets und Smartphones) unerlässlich. Damit im Falle eines Verlusts oder Diebstahls des Gerätes keine pb Daten an unbefugte Dritte gelangen können, sind die Datenträger aller mobilen Endgeräte mit der jeweils dafür verfügbaren Systemsoftware zu verschlüsseln.

Eine Verwendung eines mobilen Endgerätes, für das keine systemseitige Verschlüsselung der Datenträger zur Verfügung steht ist unzulässig.

4.4.1 USB – Sticks und externe Speichermedien

USB – Sticks und andere externe Speichermedien sind nur schwer vor Verlust und Diebstahl zu schützen und daher für die Aufbewahrung von personenbezogenen Daten ungeeignet.

Jegliche Speicherung und Verarbeitung von pb Daten auf externen Speichermedien ist daher unbedingt zu unterlassen.



5 *Datenverarbeitung im Innovationslabor act4.energy*

Im Innovationslabor act4.energy (zugehörig der Energie Kompass GmbH) werden Forschungs – und Innovationsprojekte durchgeführt und dafür NutzerInnen – Daten ausgewertet.

Die im Rahmen dieser Projekte verarbeiteten Daten hat ausschließlich vollständig anonymisiert zu erfolgen. Eine Verarbeitung und Auswertung erhobener Daten hat in jedem Fall sicher zu stellen, dass keine personenbezogene Zuordnung dieser Daten möglich ist.

6 *Webauftritt und Newsletter*

6.1 *Websites*

Die Unternehmenswebsites unter den Domains www.energie-kompass.at, www.futuregrid.energy und www.act4.energy wurden in Zusammenarbeit mit der Fachfirma Agentur Seier.com GmbH in Bezug auf Zugriffsanalyse und Cookies DSGVO – konform gestaltet.

Sollte einer der dafür verwendeten Softwareanwendungen und Dienste (typo3 und Google Analytics) in Zukunft als nicht mit der DSGVO vereinbar eingestuft werden, ist eine entsprechende Änderung an den Unternehmens – Websites vorzunehmen.

6.2 *Newsletter*

Eine Anmeldung zu den Unternehmens – Newslettern erfolgt über ein DSGVO-konformes „double opt-in“ – Formular auf den jeweiligen Unternehmens-Websites.

Die Verarbeitung und Versendung der Newsletter und die Speicherung der dafür notwendigen Adressdaten erfolgt mit dem Newsletterdienst „Mailchimp“ der sich dem US-EU Abkommen zum Datenschutz „Privacy Shield“ unterwirft und damit eine DSGVO-konforme Verarbeitung der Daten zusichert.



15.09.2022

Datenverarbeitungsrichtlinie Schneemann Gruppe

Eine Versendung von Newslettern und anderen Massenzusendungen von E-Mails ohne die Nutzung eines DSGVO-konformen Mailingdienst ist jedenfalls unzulässig.

Stegersbach, 15.09.2022



Annex IV: Data documentation templates

The following two templates shall be used to document the necessary background of the data files for internal and external use in ENCHANT.

- 1) Data documentation template for qualitative data in ENCHANT
- 2) Data documentation template for quantitative data in ENCHANT

Data documentation forms from the partners will be included in the updated DMP.



1) Data documentation template for qualitative data in ENCHANT

Name of the data set: _____ Date the data set was finalized:

Date/time period the data was collected: _____ to _____.

Responsible partner for the collection of the data:

_____ (name) _____ (institution)

Data produced in WP: _____ Task: _____

Data anonymised on (date): _____ by _____

Information about the participants:

Number: _____ Age: _____ Sex: _____

Participants' background: _____

Recruitment procedure: _____

Original language of the material: _____

Data collected by (interviewer): _____

Transcribed by: _____

Transcription rules: _____

Translated to English by: _____

Ethically cleared by: _____ on (date): _____

Interview guidelines (or the like): _____

Size of the data (e.g., number of words): _____

Short summary: _____



2) Data documentation template for quantitative data in ENCHANT

Name of the data set: _____ Date the data set was finalized:

Date/time period the data was collected: _____ to _____.

Responsible partner for the collection of the data:

_____ (name) _____ (institution)

Data produced in WP: _____ Task: _____

Data anonymised on (date): _____ by _____

Information about the participants:

Number: _____ Age: _____ Sex: _____

Participants' representative for which population: -

Recruitment procedure: _____

Response rate: _____

Original language of the material: _____

Translated to English by: _____

Ethically cleared by: _____ on (date): _____

Variables in the dataset:

Variable name	Variable type	Variable label	Answering format/value labels	Comments

Variable types:

- T = text
- D = date / time
- B = binary / dichotomous
- C = categorical
- O = ordered categorical / ordinal



- I = interval / ratio / Likert scales with 5 or more categories

Short summary: _____



Annex V: Recommended technical and organizational measures (TOMs)

1. General

- ☒ Employees have demonstrably been trained in data protection law and data security.
- ☒ All employees are demonstrably obliged to maintain data secrecy and, if applicable, telecommunications secrecy.

2. Confidentiality (Article, 32 paragraph 1, point (b) GDPR)

2.1 Physical access control

Technical measures

(Manual) locking system

- ☒ Safety lock

Organisational measures

Visitors in company are accompanied by an employee

Reception

Management of locking system

Care in the selection of cleaning staff

2.2 Data access control

Technical measures

Auto-lock for display

Anti-virus-software

VPN for remote access

Firewall

Management of user accesses and permission

Login with username + password

Mobile Device Management

Encryption of notebooks/tablets

Organisational measures

general data protection and/or security policy

Creation of user profiles

"Secure password" policy

2.3 Data usage control

Technical measures

Document shredder (in accordance with ISO/IEC 21964-1)

External shredder (in accordance with ISO/IEC 21964-1)

Organisational measures

The minimum necessary number of persons with administrative access

User rights/user profiles

Proper destruction of data carriers



Administration of user rights by administrators

3. Integrity (Article 32, paragraph 1, point (b) GDPR)

3.1 Input control

Technical measures

Manual or automated control of the logs (depending on the application)

Technical logging of the input, change and deletion of data (depending on the application)

Organisational measures

Traceability of input, change and deletion of data through individual usernames (not user groups) (depending on the application)

3.2 Transfer control

Technical measures

Data provision via encrypted connections
Use of VPN

Optional Email encryption
Establishment of leased lines or VPN tunnels
Firewall: state-of-the-art firewall technologies have been implemented and are kept up to date

Organisational measures

Personal handover with protocol
Care in the selection of transport personnel and vehicles

4. Availability and resilience (Article 32, paragraph 1, point (b) GDPR)

Availability Control

Technical measures

RAID system / hard disk mirroring

uninterrupted power supply (UPS)
server room monitoring (temp./humidity)

Organisational measures

Keeping of backup media in a safe place outside server room à Off-site-Backup
Formulated backup & recovery concept
Separate partitions for operating system and data storage
No sanitary connections in or above the server room
Periodic data recovery testing and recording of results



5. Regular review, assessment and evaluation procedures (Article 32, paragraph 1, point (d) GDPR)

5.1 Data Protection Management

Organisational measures

Assigned data protection officer
Employees trained and committed to confidentiality
Regular awareness-raising of employees (at least annually)
The data protection impact assessment (DPIA) is carried out if necessary
The organization complies with the information requirements according to Article 13 and 14 GDPR
Formalized process for processing information requests from those affected

5.2 Incident-Response-Management

Technical measures

Use of firewall and regular update
Use of virus scanners and regular updates

Order control

Organisational measures

Selection of the contractor based on due diligence (with regard to data protection and data security)
Conclusion of the necessary agreement for order processing or EU standard contractual clauses
In the case of long-term cooperation: an ongoing review of the contractor's level of protection
Control of the execution of the contract
Regulation on maintenance (especially remote maintenance)
Written instructions to the contractor
Agreement on effective control rights towards the contractor
The obligation of the contractor's employees to maintain data secrecy
Existing agreements for order processing
Prior examination of the security measures taken by the contractor and their documentation



Annex VI: Surveys and interview guides

Interview guides for the qualitative interviews in the two Italian pilots.

Qualitative interviews of Italian case studies - Interview track

Case study 1 - Energia Positiva

Interviews were administered to cooperative members that took part in the intervention

Note: a different version of the questions, which is reported in italic below, was used for the participants of the control group

1. What was your exposure to awareness campaigns on energy consumption reduction: what do you think about them? Do you remember any in particular? And why?
2. What is the impact of these campaigns and role of EnPos: do you think that being a member of an energy cooperative affected your perception of these campaigns?
3. Do you remember that EnPos in October-November 2022 launched a similar campaign? What do you remember about the intervention? / *Has your consumption changed in recent months? Why? How? (for the control group)*
4. Did you change your energy consumption behaviour due to the intervention? / *Do you think that if you had received these messages it could have encouraged you to pay more attention to your energy consumption? (for the control group)*
5. If your behaviour had changes, what made you change?
6. In general, what kind of information was most effective from your point of view?
7. What kind of suggestions do you come up with for future campaigns?
8. In your opinion, what types of information are most effective for people to guide them to more appropriate energy saving behaviour?
9. What are in your opinion the most reliable sources of information for energy saving campaigns aimed at the population? Who do people trust the most?



Case study 2 - Ninfa gardens

Interviews were administered to representatives of the Fondazione Caetani and/or external collaborators that worked at the implementation of intervention

1. In your experience, what was the participants' perception of the intervention? What were their main reactions to the informational material panels exposed at the Ninfa gardens as part of the intervention?
2. How do you rate or judge the participants' interest for the research and intervention conducted and, more generally, for the specific themes target of the intervention? (e.g., renewable energies, sustainable energy choices, climate change)
3. Do you think that there is a coherent nexus between the message of the ENCHANT project and its interventions (in particular the informational intervention carried out at Ninfa) and the garden visit? Do you think that the participants perceived a coherence between their experience of visiting the gardens and the core part of the ENCHANT field intervention?
4. What would be your suggestions for a similar campaign or a similar intervention in the future?



Survey Klimaquartier Waldsee (badenova pilot).

Welches Plakat hat Sie mehr angesprochen? *

- ☐ "Gemeinsam retten wir das Klima" + Bienen Motiv
☐ "Wir sind die letzte Generation, die etwas dagegen tun kann." + Kinder Motiv

Was hat Sie an dem Plakat angesprochen? *

- ☐ Die Abbildung ☐ Der Schriftzug

Was tun Sie bereits um aktiv CO2 einzusparen?

- ☐ Warmwasser reduzieren
☐ Heizenergie reduzieren
☐ Ernährung umstellen
☐ Öffentliche Verkehrsmittel nutzen
☐ Fahrrad statt Auto
☐ Vermeidung von Standby
☐ LED-Leuchtmittel nutzen
☐ Energieeffiziente Geräte nutzen
☐ Nutzung einer Photovoltaik Anlage
☐ Nachträgliche Dämmung der Wohnung/des Hauses
☐ Ökostrom beziehen
☐ Sonstiges:

Mehrfachnennung möglich.

Aus welchem Grund verhalten Sie sich nachhaltig?

- ☐ Aktuelle gesellschaftliche Debatte
☐ Aktuelle Naturereignisse
☐ Werbung
☐ Ressourcenschonung
☐ Finanzielle Einsparungen
☐ Persönliche Überzeugung

Wären Sie gerne Teil einer Nachhaltigkeits-Community, um sich mit anderen über nachhaltige Themen, Events und Produkte auszutauschen und aktiv zu werden?

- ☐ Ja ☐ Nein

Weitere Mitmachaktion

Im Zuge von ENCHANT werden wir in den kommenden Wochen eine weitere Mitmachaktion starten. Hierbei handelt es sich um eine online Umfrage zum Thema "Nachhaltigkeit im Alltag" mit einer anschließenden Verlosung. Bei dem Hauptpreis handelt es sich um eine Mikro Photovoltaikanlage, die einfach am Balkon angebracht werden kann.

Wenn Sie auch hier mitmachen möchten, können Sie uns im Folgenden gerne Ihre Kontaktdaten übermitteln. Wir würden Sie dann direkt kontaktieren, wenn wir mit der Umfrage starten.

Anrede

- ☐ Herr ☐ Frau

Name

Vorname

Nachname

Email

Einwilligung Nachhaltigkeitsprojekt ENCHANT

- ☐ Die Plakataktion ist Bestandteil des EU-weiten Projektes ENCHANT zur Nachhaltigkeit. Daher werden in einem zweiten Projektschritt weitere Personen für eine Befragung mit anschließender Verlosung zur Nachhaltigkeit gesucht. Ich bin damit einverstanden, dass die badenova AG & Co. KG mich per E-Mail über weitere Möglichkeiten zur Teilnahme am EU-Projekt ENCHANT informiert. Ich kann dieser Einwilligung jederzeit unter der E-Mail Innovation@badenova.de ohne Angabe von Gründen widerrufen.

*Pflichtfeld

Bitte beachten Sie auch unsere [Informationen zum Datenschutz](#).

Absenden



Survey Pontos Pilot (badenova pilot).

Einleitende Fragen

Was hat Sie dazu bewegt, sich bereit zu erklären, beim EU-Forschungsprojekt ENCHANT teilzunehmen?

- ☐ Teilnahme an Forschungsprojekten
- ☐ CO2 Reduzierung
- ☐ Einsparung von Wasser
- ☐ Einsparung von Strom
- ☐ weitere Produkttests
- ☐ Sonstiges:

Die badenova ist nachhaltig.

- ☐ ich stimme überhaupt nicht zu
- ☐ ich stimme nicht zu
- ☐ ich stimme weder zu noch lehne ich ab
- ☐ ich stimme zu
- ☐ ich stimme voll und ganz zu

Womit verbinden Sie hansgrohe?

- ☐ Qualität
- ☐ Design
- ☐ Innovation
- ☐ Nachhaltigkeit
- ☐ Digitale Produkte

Zurück

Weiter

Fortschritt



Technische Fragen

Haben Sie bereits nach Smart Home Lösungen für das Thema Wasser gesucht?

☐ Ja ☐ Nein

Haben Sie generell schon von Wasserleckagesystemen gehört?

☐ Ja ☐ Nein

Wie war der erste Eindruck des Gerätes auf Sie?

750/750

Waren die Informationen die Sie über das Pontos System gefunden haben ausreichend?

☐ Ja ☐ Nein

Was für Erwartungen hatten Sie an das Pontos System?

750/750

Person mit positiver Antwort auf Landing Page: Beschreiben Sie, falls Sie bereits einen Wasserschaden hatten, welchen Umfang dieser Schaden hatte. (Ausmaß, Ort, Wie entdeckt?, Beschreiben Sie das Vorgehen der Schadensbehebung, War das mit ein Grund der Bewerbung?)

1500/1500

Welche Smart Home Geräte besitzen Sie Zuhause?

750/750

Zurück

Weiter

Fortschritt



Energieressourcen in Ihrem Alltag

Wenn Sie an Ihren Alltag denken,...

... gibt es viele Dinge die Sie tun oder unterlassen, um nachhaltiger zu sein?

☐ Ja ☐ Nein

.... achten Sie darauf Strom zu sparen?



1 Stern - Ich achte sehr wenig darauf; 5 Sterne - Ich achte sehr darauf

... achten Sie darauf Wasser zu sparen?



1 Stern - Ich achte sehr wenig darauf; 5 Sterne - Ich achte sehr darauf

Aus welchem Grund achten Sie auf einen sparsamen Umgang mit Wasser oder Strom?

- ☐ finanzieller Aspekt
☐ ökologischer Aspekt
☐ Sonstiges:

Wenn Sie in den Urlaub fahren, treffen Sie Vorkehrungen, die die Ressource WASSER in Ihrem Haus betreffen?

☐ Ja ☐ Nein

Wenn Ja: Welche Vorkehrungen treffen Sie?

750/750

Ergreifen Sie Maßnahmen, bezogen auf Wasser, im Haushalt bevor Sie in den Urlaub fahren? Welche Maßnahmen?

Wenn Sie in den Urlaub fahren, treffen Sie Vorkehrungen, die den STROM in Ihrem Haus betreffen?

☐ Ja ☐ Nein

Wenn Ja: Welche Vorkehrungen treffen Sie?

750/750

Ergreifen Sie Maßnahmen, bezogen auf Strom, im Haushalt bevor Sie in den Urlaub fahren? Welche Maßnahmen?

Zurück

Weiter

Fortsetzen



Demographische Fragen

Geburtsjahr

Geschlecht

- ☐ Weiblich
☐ Männlich
☐ Divers

Wie viele Personen, sie eingeschlossen, leben ständig in Ihrem Haushalt?

Wie viele Personen davon sind im Alter von 0 bis unter 12 Jahren?

Wie viele Personen davon sind im Alter von 12 bis unter 18 Jahren?

Was trifft auf Sie zu?

Was ist Ihr höchster Bildungsabschluss?

Über welchen Weg dürfen wir Sie zu den nächsten ENCHANT Umfrage informieren / einladen?

- ☐ E-Mail
☐ Post
☐ Sonstiges:

Zurück

Jetzt absenden

Fortschritt



Follow up Survey Pontos Pilot (badenova pilot).

Willkommen zur Umfrage „Nachhaltiger Umgang mit Energieressourcen“

2. Interview

Die folgende Umfrage findet als Teil des Projekts „Wassermanagementsystem Pontos“ statt. Um neue und innovative Angebote für Kunden zu entwickeln, arbeitet hierfür badenova mit der Hansgrohe Deutschland Vertriebs GmbH zusammen.

Das „Wassermanagementsystem Pontos“ ist ein Teilprojekt innerhalb des EU-Forschungsprojekts „ENCHANT“, dessen Ziel die Kundenbeobachtung zur Auswahl von Mechanismen zur Verhaltensänderung hin zu einem nachhaltigeren und schonenderen Umgang mit Energieressourcen ist.

Sie erhalten die Möglichkeit der Teilnahme an dieser Umfrage, da Sie sich bei der Registrierung als Pontos Testkunde dazu bereit erklärt haben, dass wir Sie im Rahmen des EU-Forschungsprojekts „ENCHANT“ erneut kontaktieren dürfen.

Ihre Teilnahme an der Umfrage ist **freiwillig** und **unentgeltlich**. Sie können zu jedem Zeitpunkt die Umfrage, ohne Angaben von Gründen, abbrechen.

Ihre Antworten werden über das Programm FormStack erfasst und **anonymisiert** gespeichert. Ein Rückschluss Ihrer Antwort auf Sie ist nicht möglich.

Die Verarbeitung Ihrer Angaben ist erforderlich für die Einordnung der Ergebnisse im EU-Forschungsprojekt „ENCHANT“. Die erhobenen Umfragedaten werden analysiert und durch die wissenschaftlichen Partner veröffentlicht. Ihre Angaben werden bis zum Ende des Projekts, im März 2023, **verschlüsselt** auf dem Server des EU-Forschungsprojekts gespeichert.

Durch einen Abbruch der Umfrage entstehen keine Nachteile für Sie.

Ihre Einwilligungserklärung können Sie jederzeit unter der angegebenen E-Mail Adresse widerrufen. Bei Fragen zur Umfrage können Sie sich gerne bei der unten aufgeführten Ansprechpartnerin melden:

Jasmin Steininger

Innovation@badenova.de

Für weitere Informationen zum Schutz der Daten können Sie die geltende Datenschutzverordnung des Projekts „Wassermanagementsystem Pontos“ in der Anlage Ihrer



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Einwilligung *

☐ Ich habe die Datenschutzverordnung gelesen und bin mit der Datenverarbeitung einverstanden.

Identifikationsnummer Testhaushalt *



Bearbeiterin *

Die hansgrohe home App

Wie empfanden Sie das Handling der hansgrohe App zu Beginn?



1 - sehr einfach; 5 - sehr schwierig

Anmerkungen

20000/20000

Wie oft nutzen Sie die hansgrohe home App?

- ☐ täglich
- ☐ wöchentlich
- ☐ monatlich

Anmerkungen

20000/20000

Wie hat sich Ihre Nutzung der hansgrohe home App im Laufe der Zeit verändert?

- ☐ ist weniger geworden
- ☐ ist gleich geblieben
- ☐ ist mehr geworden



Anmerkungen

20000/20000

Falls Schwierigkeiten oder Probleme mit der App auftraten nennen Sie diese bitte.

20000/20000

Fehlt Ihnen in der App eine Funktion?

- ☐ Ja
- ☐ Nein

Anmerkungen

20000/20000

Was halten Sie von einer Meldung über zu hohe Luftfeuchtigkeit zur Vermeidung von Schimmel?

20000/20000



Vergleich Verhalten - vor und nach Einbau

Hat sich Ihr Wasserverbrauch, seitdem Sie Pontos haben, verändert?

- ☐ Ja
☐ Nein

Anmerkungen

20000/20000

Woran könnte das liegen?

20000/20000

Hat die Visualisierung Ihres Wasserverbrauchs eine Veränderung Ihres alltäglichen Umgangs mit Wasser bewirkt?

- ☐ Ja
☐ Nein

Anmerkungen

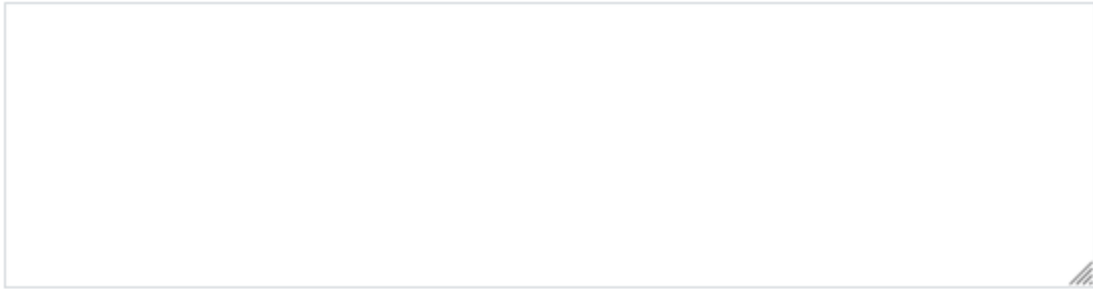
20000/20000

Hat sich Ihr Stromverbrauch, seitdem Sie Pontos haben, verändert?

- ☐ Ja
☐ Nein

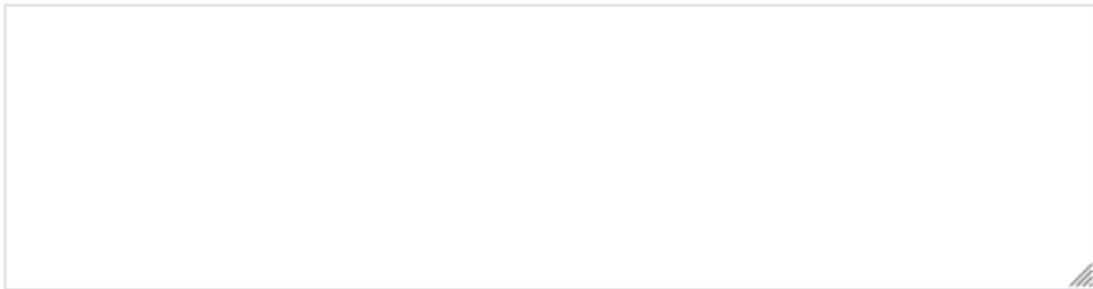


Anmerkungen



20000/20000

Woran könnte das liegen?

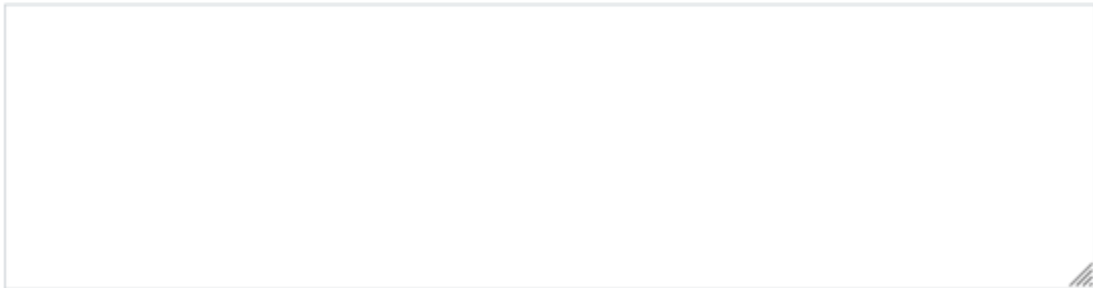


20000/20000

Verhalten Sie sich nachhaltiger, seitdem Sie das Pontos System haben?

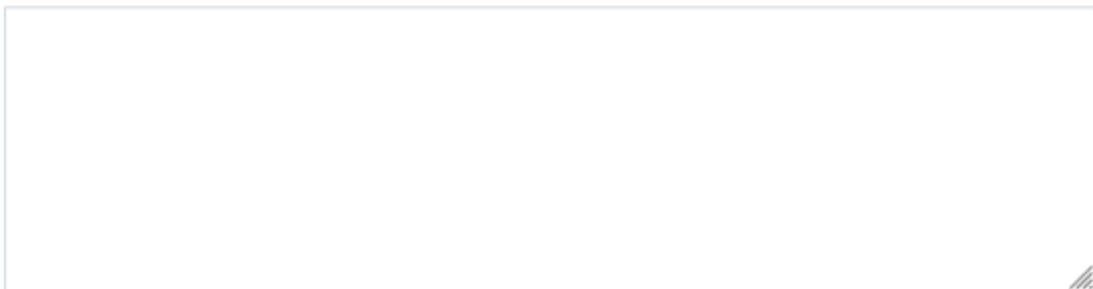
- ☐ Ja
- ☐ Nein

Anmerkungen



20000/20000

Woran könnte das liegen?



20000/20000



Fazit

Was ist für Sie der wichtigste Mehrwert des Pontos Systems?

- ☐ Sicherheit
- ☐ Überwachung des Raumklimas
- ☐ Statistik über den Wasserverbrauch
- ☐ Smart Home Gerät für Wasser

Anmerkungen

20000/20000

Fühlen Sie sich durch das Pontos System besser gegen Wasserschäden geschützt als zuvor?



1 - gar nicht; 5 - sehr sogar

Anmerkungen

20000/20000

Wurden Ihre Erwartungen erfüllt?

- ☐ Ja
- ☐ Nein

Anmerkungen



Wie wahrscheinlich ist es, dass Sie dieses Produkt weiterempfehlen werden?



1 - eher nicht wahrscheinlich; 5 - sehr wahrscheinlich

Anmerkungen

20000/20000

Was wäre Ihnen das System wert?

- ☐ 200-300 €
- ☐ 300-400 €
- ☐ 400-500 €
- ☐ 500-600 €
- ☐ mehr als 600 €

Anmerkungen

20000/20000

Wo haben Sie ihre Scouts positioniert?

- ☐ Küche
- ☐ Bad
- ☐ Wohnzimmer
- ☐ Schlafzimmer
- ☐ Keller
- ☐ Waschküche
- ☐ Technikraum
- ☐ Sonstiges:



Anmerkungen

20000/20000

Würden Sie das System gerne mit weiteren Scouts ausstatten?

- ☐ Ja
- ☐ Nein

Anmerkungen

20000/20000

Sonstige Anmerkungen

20000/20000

Abschicken



Preregistration intervention platform (badenova).

Gemeinsam können wir das Klima retten!

ENCHANT ist ein europäisches Forschungsprojekt, das es sich zum Ziel gesetzt hat, Haushalte bei der langfristigen und nachhaltigen Senkung ihrer CO₂ Emissionen zu unterstützen.

Dabei ist es für uns besonders wichtig zu verstehen, wie wir Haushalte für energieeffizientes Handeln begeistern können und planen dazu eine Reihe von Mitmachaktionen, in denen wir mehr darüber lernen möchten, wie Ihr zum Thema Energieeffizienz stehen.

Weitere Informationen zum Projekt findest Du unter <https://enchant-project.eu/project-info/>

Beginn Anfang 2023



ENCHANT
Energy Efficiency through behaviour Change Transition Strategies



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 957113

Welchen Beitrag kann ich leisten?

In diesem Zusammenhang suchen wir Freiwillige, die bereit sind über einen Zeitraum von 6 Wochen an unserer Mitmachaktion teilzunehmen. Das Einzige was Du hierfür benötigst ist ein eigener Stromzähler und 5 Minuten Zeit pro Woche. Beginn der Mitmachaktion ist Anfang 2023. Du kannst dich hier schon jetzt anmelden und wir kontaktieren Dich, sobald die Aktion beginnt.

Unter allen Teilnehmenden verlosen wir als Dankeschön eine Mini-Photovoltaik Anlage zur einfachen, auch für Mieter geeigneten, Eigenstromerzeugung.



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energieeffizienten Zukunft werden!

Registrierung als Freiwillige/r

Anrede *

☐ Frau ☐ Herr

Name *

Vorname

Nachname

Email *



Einwilligung Nachhaltigkeitsprojekt ENCHANT *

☐ Die Mitmachaktion ist Bestandteil des europäischen Forschungsprojektes ENCHANT. Deine Angaben für die Vorabregistrierung werden nicht an Dritte weitergegeben und zum Ende des Projektes, voraussichtlich Ende 2023, gelöscht. Ich bin damit einverstanden, dass die badenova AG & Co. KG mich per E-Mail kontaktiert, um mir weitere Details zum geplanten Gewinnspiel im Herbst 2022 zukommen zu lassen. Ich kann diese Einwilligung jederzeit unter der E-Mail Innovation@badenova.de ohne Angabe von Gründen widerrufen.

Bitte beachte auch unsere [Informationen zum Datenschutz](#).

Weitere Angaben

Auf welchem Kanal hast Du von dieser Aktion gehört? *

- ☐ Facebook ☐ Instagram ☐ Twitter ☐ Pressemitteilung ☐ "Meine Energie"-Magazin
☐ Bekannte/r ☐ Beileger Strom- oder Erdgasrechnung ☐ QR-Code auf dem Briefumschlag
☐ Per Mail
☐ Sonstiges:

Für welchen Aspekt der Nachhaltigkeit würdest Du höhere Energiekosten in Kauf nehmen?

- ☐ Entlastung sozial schwacher Personen
☐ Stärkung der Menschenrechte
☐ Bekämpfung von Kinderarbeit in Entwicklungsländern
☐ Beitrag gegen den Klimawandel
☐ Mehr Regionalität in Produkten und Dienstleistungen

Bitte beachte auch unsere [Informationen zum Datenschutz](#).

*Pflichtfeld



Sustainability Survery (badenova pilot).

Nachhaltigkeitsumfrage

Ich stelle an mich den Anspruch, mich aktiv für die Veränderung zu einer nachhaltigeren Gesellschaft einzusetzen.



1 Stern - Trifft nicht zu; 5 Sterne - Trifft zu

Ich habe mein Verhalten geändert um, nachhaltiger zu sein. *

- ☐ Ja
☐ Nein

Ich bin bereit in meinem Alltag Komforteinbußen hinzunehmen, um meinen Lebensstil nachhaltiger zu gestalten. *



1 Stern - Trifft nicht zu; 5 Sterne - Trifft zu

Engagierst Du dich schon heute aktiv für den Klimaschutz? (Haus/Wohnung wärmedämmen, Ökostrom nutzen, Carsharing, umweltfreundliche Ernährung, ...)*

- ☐ Ja
☐ Nein

Spendest Du oder bringst Du dich heute in einem Verein oder einer gemeinnützigen Organisation für Natur-, Umwelt- oder Klimaschutz ein? *

- ☐ Ja, als aktives Vereinsmitglied
☐ Ja, ich spende Geld
☐ Nein

Mehrfachauswahl möglich

Nimmst Du für Natur-, Umwelt- oder Klimaschutz Mehrkosten in Kauf? *

- ☐ Ja
☐ Nein

Welchen dieser Aspekte ordnest du der Nachhaltigkeit zu? *

- ☐ Entlastung sozial schwacher Personen
☐ Stärkung der Menschenrechte
☐ Bekämpfung von Kinderarbeit in Entwicklungsländern
☐ Beitrag gegen den Klimawandel
☐ Mehr Regionalität in Produkten und Dienstleistungen

Mehrfachauswahl möglich

Was empfindest Du, wenn es um Nachhaltigkeit geht? *

	Trifft nicht zu	Trifft zu
Besorgt	<input type="radio"/>	<input type="radio"/>
Ängstlich	<input type="radio"/>	<input type="radio"/>
Hoffungsvoll	<input type="radio"/>	<input type="radio"/>
Motiviert	<input type="radio"/>	<input type="radio"/>
Traurig	<input type="radio"/>	<input type="radio"/>
Wütend	<input type="radio"/>	<input type="radio"/>
Unbeteiligt	<input type="radio"/>	<input type="radio"/>

In welchem dieser Bereiche informierst Du dich bzw. tauschst Du dich zum Thema Natur-, Umwelt- oder Klimaschutz aus? *

- ☐ Freundeskreis
☐ Schule, Ausbildung, Beruf
☐ Familie
☐ Literatur
☐ Internet
☐ Fernsehen
☐ Soziale Medien
☐ Hobbies
☐ Sonstiges:

Mehrfachauswahl möglich

*Pflichtfeld

Zurück

Weiter

Fortschritt



Nachhaltigkeitsumfrage

Ich kenne meinen jährlichen Energieverbrauch

- ☐ Ja
- ☐ Nein

Ich kenne meinen ungefähren jährlichen CO₂-Ausstoß (Stromnutzung und Heizen)

- ☐ Ja
- ☐ Nein

Wie wichtig ist Dir lokaler Umweltschutz wenn es um Energieversorgung geht? *

- ☐ Unwichtig
- ☐ Etwas wichtig
- ☐ Relativ wichtig
- ☐ Sehr wichtig
- ☐ Äußerst wichtig

Wie wichtig ist Dir globaler Klimaschutz, wenn es um Energieversorgung geht? *

- ☐ Unwichtig
- ☐ Etwas wichtig
- ☐ Relativ wichtig
- ☐ Sehr wichtig
- ☐ Äußerst wichtig

Beziehst Du heute Öko Strom bzw. Strom aus nachhaltig erzeugten Energien? *

- ☐ Ja
- ☐ Nein
- ☐ Nicht bekannt

*Pflichtfeld

Zurück

Weiter

Fortschritt



Nachhaltigkeitsumfrage

Wünschst Du dir Unterstützung zur Reduktion deiner CO₂ Emissionen? *

- ☐ Ja
- ☐ Nein
- ☐ Vielleicht

Hast Du bereits nach Informationen gesucht, um Deinen CO₂ Fußabdruck im Bereich Wohnen zu reduzieren?

- ☐ Ja
- ☐ Nein

Hast Du in den 2 letzten Jahren etwas an Deiner Wohnung / Deinem Haus getan, um weniger Strom, Wärme oder Wasser zu verbrauchen? *

- ☐ Ja
- ☐ Nein

Für welche der folgenden Unterstützungsleistungen einer kommunalen Energieberatungsagentur wärest Du bereit, eine Gebühr zu bezahlen? *

- ☐ Einen auf mich zugeschnittenen CO₂ Reduktionsfahrplan, der mir ausgehend von meinem aktuellen Stand konkrete Maßnahmen vorschlägt, um die Kosten und Emissionen für meinen Heiz- und Stromverbrauch jährlich zu reduzieren.
- ☐ Eine Ansprechpartner*in für alle meine Fragen zu Zulassungen und Förderungen, um bauliche Maßnahmen kostengünstiger umsetzen zu können.
- ☐ Unterstützung bei der Handwerker Auswahl, die die vorgeschlagenen Reduktionsmaßnahmen baulich umsetzen.
- ☐ Einen jährlichen Report darüber, ob die ergriffenen Maßnahmen zu der geplanten Reduktion von Kosten und Emissionen (Stromnutzung und Heizen) geführt haben.
- ☐ Keine dieser Leistungen
- ☐ Sonstiges:

Befürwortest Du eine kostenpflichtige Teilnahme aller Gebäude an einem Energieberatungsprogramm für klimaneutrale Gebäude? *

- ☐ Ja
- ☐ Nein

Erklärungstext: Dies würde bedeuten, dass jede*r für ihr/sein Gebäude zur datenschutzkonformen Weitergabe von Daten an eine unabhängige Energieberatungsagentur verpflichtet ist. Die Energieberatungsagentur unterstützt auf dieser Basis, Schritt für Schritt, eine 100 % erneuerbaren Energieversorgung zu erreichen. Für diesen Service würde eine Gebühr erhoben.

Befürwortest du die verpflichtende Teilnahme, wenn die Gebühr abhängig von Deinem individuellen CO₂ Ausstoß ist und damit auch entfallen kann? *

- ☐ Ja
- ☐ Nein

*Pflichtfeld

Zurück

Weiter

Fortschritt



Nachhaltigkeitsumfrage

Über welchen Kanal hast du von dieser Umfrage erfahren? *

- ☐ Facebook
- ☐ Instagram
- ☐ Twitter
- ☐ Pressemitteilung
- ☐ Kundenmagazin
- ☐ Bekannte/r
- ☐ Newsletter
- ☐ E-Mail
- ☐ Sonstiges:

Du bist *

- ☐ Weiblich
- ☐ Männlich
- ☐ Divers

In welchem Jahr bist Du geboren? *

Wie viele Personen, Du eingeschlossen, leben ständig in Deinem Haushalt? *

Wie viele Personen davon sind im Alter von 0 bis unter 12 Jahren? *

Wie viele Personen davon sind im Alter von 12 bis unter 18 Jahren? *

Bist Du (oder ein Familienmitglied) Eigentümer oder Mieter Deiner Wohnung / Deines Hauses? *

Was ist Dein höchster Bildungsabschluss? *

Was trifft auf Dich zu? *

*Pflichtfeld

Zurück

Weiter

Fortschritt



Weitere Mitmachaktionen



Du willst einen aktiven Beitrag leisten?

In diesem Zusammenhang suchen wir **Freiwillige**, die bereit sind über einen **Zeitraum von 6 Wochen** an unserer Mitmachaktion teilzunehmen. Das Einzige was Du hierfür benötigst ist ein **eigener Stromzähler und 5 Minuten** Zeit pro Woche. Beginn der Mitmachaktion ist Sommer 2022. Du kannst dich hier schon **jetzt anmelden** und wir kontaktieren Dich, sobald die Aktion beginnt.

Unter allen Teilnehmenden verlosen wir als Dankeschön eine **Mini-Photovoltaik Anlage** zur einfachen, auch für Mieter geeigneten, Eigenstromerzeugung.

Jeder kann mitmachen und so einen Teil der Lösung hin zu einer **energieeffizienten Zukunft** werden!

Willst Du bei dieser Mitmachaktionen teilnehmen? *

- ☐ Einwilligungserklärung: Die Mitmachaktion ist Bestandteil des europäischen Forschungsprojektes ENCHANT. Deine Angaben für die Vorabregistrierung werden nicht an Dritte weitergegeben und zum Ende des Projektes, voraussichtlich Ende 2023, gelöscht. Ich bin damit einverstanden, dass die badenova AG & Co. KG mich per E-Mail kontaktiert, um mir weitere Details zum geplanten Gewinnspiel im Herbst 2022 zukommen zu lassen. Ich kann diese Einwilligung jederzeit unter der E-Mail Innovation@badenova.de ohne Angabe von Gründen widerrufen.
- ☐ Nein

*Pflichtfeld

Zurück

Weiter

Fortschritt



Weitere Mitmachaktionen

BadenCampus TestCommunity

Der BadenCampus, eine Tochtergesellschaft der badenova AG & Co. KG, baut eine TestCommunity auf. Ziel ist es interessierte Menschen zusammenzubringen, die sich bereiterklären an Meinungsumfragen sowie Produkttests innovativer Produkte und Dienstleistungen teilzunehmen. So kannst auch Du jungen Startups und mittelständischen Unternehmen helfen, neuartige und innovative Produkte zu entwickeln und erhältst exklusive Vorteile.

Möchtest du Teil der Community werden? *

- ☐ Ja, ich möchte mich für die TestCommunity registrieren. Ich bin damit einverstanden, dass der BadenCampus mich per E-Mail kontaktiert, um mir weitere Details hierzu zukommen zu lassen. Ich kann diese Einwilligung jederzeit unter der E-Mail testcommunity@badencampus.de ohne Angabe von Gründen widerrufen.
- ☐ Nein
- ☐ Ich bin schon Teil der TestCommunity

*Pflichtfeld

Zurück

Jetzt absenden

Fortschritt



Agenda

- 18:00-18:20 Uhr: Vorstellung ENCHANT Projekt und TestCommunity
- 18:20-18:40 Uhr: „Energieeffizientes Handeln in privaten Haushalten“ - Dr. Andrea Kollmann
- 18:40-19:10 Uhr: Austausch zu Erwartungen und Wünsche an die TestCommunity



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 957115.



Agenda

- 17:00-17:15 Uhr: Vorstellung Agenda & TestCommunity
- 17:15-17:35 Uhr: "E-Mobilität - Vorteile & Mythen" - Volker Fricke (chargeIQ)
- 17:35-17:50 Uhr: Start-up Pitches von dezony, &charge, ShareeBikes, und GoodMotion
- 17:50-18:00 Uhr: Austausch, Fragen und Anregungen



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 957115.



Agenda

- 17:00-17:10 Uhr: ENCHANT Projekt und Mini-PV Gewinnspiel – Kirsten Sink, BadenCampus
- 17:10-17:30 Uhr: "Energiewende mit PV voranbringen" - Stefan Kröber, badenova
- 17:30-17:50 Uhr: Mini-PV Anlagen - Peter Majer, Solarista
- 17:50-18:00 Uhr: Administratives Vorgehen bei Mini-PV - Tonia Münster, BadenCampus
- 18:00-18:20 Uhr: Fragerunde an 3 Themen Stationen
- Ab 18:20 Uhr: Ausklang mit Catering



This project has received funding from the European Union Horizon 2020 research and innovation programme under grant agreement No 101019115.



 ENCHANT

Agenda



- 17:00-17:15 Uhr: Begrüßung und Vorstellung BadenCampus
- 17:15-17:30 Uhr: Kurzvortrag zum Thema "**Nachhaltigkeit in KMU**" Jil Munga, IHK
- 17:30-17:40 Uhr: Kurzvortrag zum Thema "**Umsetzung von Nachhaltigkeit im Unternehmen am Beispiel badenova**" Angela Hinel
- 17:40-17:50 Uhr: Kurzvortrag zum Thema "**Nachhaltigkeit als Wettbewerbsvorteil**" Alma Spribille
- 17:50-18:05 Uhr: Offener Austausch & Fragen
- Verabschiedung



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 ENCHANT



Agenda



- 17:00-17:15 Uhr: Begrüßung und Vorstellung **BadenCampus** und **ENCHANT** – Kirsten Sink, BadenCampus
- 17:15-17:40 Uhr: Möglichkeiten zur **Steigerung der Energieeffizienz** in KMU - Philipp Gillessen, Klimapartner Oberrhein
- 17:40-18:00 Uhr: **Erfahrungsbericht** eines Energieeffizienten KMU - Ingo Zahoransky, ZAHORANSKY AG
- 17:00-18:10 Uhr: Fördermöglichkeiten über **badenova Innovationsfonds** - Leonie Kremser, Innovationsfonds Klima- und Wasserschutz



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 801115.



Sondaj privind comportamentul consumatorilor casnici pe piata de energie

1) Dvs. decideti sau participati la decizia privind serviciile de energie folosite in gospodaria dumneavoastra?*

☐ Da

☐ Nu

2) In ce masura sunteti sau nu de acord cu urmatoarele afirmatii?*

	Dezacord total	Dezacord	Acord	Acord total
Incalzirea globala este o amenintare la adresa planetei.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incalzirea globala este o amenintare la adresa vietii.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incalzirea globala este o amenintare la adresa generatiilor viitoare.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modul in care ma comport in viata de zi cu zi are un impact asupra mediului inconjurator.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De vina pentru incalzirea globala sunt mai ales politicienii.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De vina pentru incalzirea globala sunt mai ales marile companii.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
De vina pentru incalzirea globala sunt mai ales oamenii de rand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Modul in care folosesc sursele de energie de la mine de acasa are un impact asupra mediului inconjurator.	()	()	()	()
Guvernul ar trebui sa aloce mai multe resurse din bugetul national pentru ca toata lumea sa aiba acces la energie cu impact cat mai redus asupra mediului.	()	()	()	()
Guvernul ar trebui sa aloce mai multe resurse din bugetul national pentru ca toata lumea sa aiba acces la energie cat mai ieftina.	()	()	()	()
Companiile de energie ar trebui sa aloce mai multe resurse proprii pentru ca toata lumea sa aiba acces la energie cu impact cat mai redus asupra mediului.	()	()	()	()
Companiile de energie ar trebui sa aloce mai multe resurse proprii pentru ca toata lumea sa aiba acces la energie cat mai ieftina.	()	()	()	()
Sunt dispus sa platesc mai mult pentru energie mai curata.	()	()	()	()
Consum energie intr-un mod responsabil in raport cu mediul inconjurator.	()	()	()	()
Consumul meu de energie este, in general mai mic decat al altor persoane.	()	()	()	()



3) Gandindu-va la situatiile in care ati interactionat cu companiile de energie (gaz, electricitate, termoficare), in ce masura considerati ca ati fost tratat/a cu respect de catre acestea?*

- ☐ Deloc
- ☐ Mica masura
- ☐ Mare masura
- ☐ Foarte mare masura
- ☐ Nu stiu

4) Daca va ganditi la modalitatile obisnuite de incalzire ale gospodariilor, care credeti ca sunt principalele efecte asupra mediului inconjurator?

Va rugam sa alegeti maxim 3 variante.*

- ☐ Cresterea CO2 din aer
- ☐ Schimbari meteo “agresive”
- ☐ Lipsa hranei
- ☐ Disparitia unor specii
- ☐ Cresterea ratei de imbolnaviri (boli respiratorii, boli cardio vasculare, cancer).
- ☐ Altele (va rog precizati): _____*

5) In ce masura vi se potrivesc urmatoarele afirmatii?

Alegeti oricate variante vi se potrivesc.*

- ☐ Cumpar aparatura (electrocasnice, electronice) care consuma mai putin curent.
- ☐ Folosesc becuri economice.
- ☐ Am masina de spalat vase.
- ☐ Deconectez aparatura de la sursa de energie atunci cand nu o folosesc.
- ☐ Am in gospodarie contoare inteligente (cu autocitire).
- ☐ Am ales sa cumpar energie verde de la furnizorul meu.
- ☐ Am izolat locuinta pe exterior.
- ☐ Am izolat locuinta pe interior.
- ☐ Am panouri solare/fotovoltaice.
- ☐ Niciuna dintre variantele de mai sus



6) Pe care dintre următoarele comportamente intentionati sa le aplicati in urmatoarele 12 luni pentru a va optimiza/reduce consumul de energie in gospodarie?

Alegeti oricate variante vi se potrivesc.*

- ☐ Renovarea/izolarea peretilor exteriori
- ☐ Inlocuirea geamurilor si a tamplariei ferestrelor
- ☐ Inlocuirea echipamentelor de incalzire
- ☐ Schimbarea unor echipamente/aparate electrice mai vechi cu unele mai noi
- ☐ Interventii la nivelul acoperisului sau planseului peste subsol
- ☐ Niciuna dintre acestea

7) Va rugam sa ordonati de la 1 (foarte important) la 3 (mai putin important), in functie de cat de mult conteaza pentru dvs, urmatoarele aspecte legate de incalzirea gospodariei.*

- _____ Pretul, cat de mult ma costa energia
- _____ Confortul din gospodarie, sa pot consuma cata energie am nevoie
- _____ Impactul asupra mediului inconjurator

8) Va rugam sa ordonati de la 1 (foarte important) la 3 (mai putin important) urmatoarele motive care stau la baza deciziei dvs. in ceea ce priveste schimbarea unui echipament/aparat in gospodarie.

- _____ Se strica sau e pe cale sa se strice
- _____ Vreau sa il inlocuiesc cu un aparat mai eficient energetic, care consuma mai putin
- _____ Vreau sa fiu in pas cu tehnologia

9) In ce masura ati spune ca va monitorizati consumul de energie din locuinta?*

- ☐ Deloc
- ☐ Mica masura
- ☐ Mare masura
- ☐ Foarte mare masura

10) Dispuneti de un sistem/sisteme de monitorizare a consumului de energie (de ex. termostate, senzori de miscare, prize inteligente, contoare inteligente) in locuinta ?*

- ☐ Da
- ☐ Nu



11) *Daca va ganditi la cele aproximativ 20 de luni trecute de la inceputul pandemiei (martie 2020), comparativ cu perioada dinaintea pandemiei, care dintre urmatoarele afirmatii vi se potriveste cel mai bine?**

- ☐ Am petrecut considerabil mai mult timp acasa in toata aceasta perioada.
- ☐ Am petrecut considerabil mai mult timp acasa in primele luni de la inceputul pandemiei, după care am revenit la situatia de dinaintea pandemiei.
- ☐ Am petrecut din cand an cand mai mult timp acasa, dar nu considerabil mai mult fata de perioada de dinaintea pandemiei.
- ☐ Nu am petrecut mai mult timp acasa, situatia a fost similara fata de perioada dinaintea pandemiei.
- ☐ Nu stiu / Nu pot aprecia.

12) *In ce perioada a zilei utilizati cel mai des energie in locuinta pentru nevoile casnice?**

- ☐ In prima parte a zilei
- ☐ Dupa amiaza
- ☐ Seara
- ☐ Toata ziua in egala masura

13) *Intentionati sa luati masuri de reducere a consumului de energie in locuinta, in urmatorii 2-3 ani?**

- ☐ Da
- ☐ Nu

14) *Iarna trecuta ati utilizat echipamente (aparate electrice) pentru a creste temperatura in locuinta pentru ca sistemul de incalzire pe care il aveti/de care dispuneti nu a fost suficient?**

- ☐ Da
- ☐ Nu

15) *Care dintre urmatoarele situatii vi se potriveste cel mai bine?**

- ☐ Nu am deloc echipamentele necesare pentru a creste temperatura in locuinta.
- ☐ Am unele echipamente, dar prefer sa nu le pornesc ca sa nu creasca pretul facturilor.
- ☐ Am unele echipamente, dar prefer sa nu le pornesc ca sa nu poluez prea mult.
- ☐ Am unele echipamente, dar simt ca nu ma incalzesc daca le pornesc.
- ☐ Niciuna dintre cele de mai sus.



16) Dispuneți în locuința de echipamente (de ex. aer condiționat, ventilator) pentru scăderea temperaturii VARA, dacă în locuința este prea CALD?*

☐ Da

☐ Nu

17) Care dintre următoarele situații vi se potrivește cel mai bine?

☐ Nu am deloc echipamentele necesare pentru a cobori temperatura în locuința.

☐ Am unele echipamente, dar prefer să nu le pornesc ca să nu crească prețul facturilor.

☐ Am unele echipamente, dar prefer să nu le pornesc ca să nu poluez prea mult.

☐ Am unele echipamente, dar simt că nu mă răcoresc dacă le pornesc.

☐ Niciuna dintre cele de mai sus.

18) Dacă ați dispune de toate echipamentele tehnice corespunzătoare pentru a cobori temperatura în locuința, cum ați proceda?*

☐ Aș da drumul la aer condiționat / aparat de ventilație.

☐ M-aș îmbrăca mai subtire.

☐ Aș deschide ferestrele.

☐ Nu știu

19) Ați fi dispus/a să fiți consiliat de o persoană din afara gospodăriei, cu privire la modalități de reducere a consumului de energie în locuința?*

☐ Da

☐ Nu

☐ Nu știu/nu sunt decis/a

20) Pe care dintre următoarele categorii de cheltuieli curente le considerați prioritare în gospodăria dvs.?

Va rog să alegeți 3 variante care sunt cele mai importante pentru dvs.*

☐ Haine, încălțăminte

☐ Cheltuieli legate de întreținerea locuinței

☐ Carte, rechizite, cheltuieli școlare

☐ Plata facturii la gaz (dacă dețineți servicii de gaz cu contract cu un furnizor)

☐ Abonament la internet, cablu TV

☐ Chirie/rata pentru locuința



[] Plata facturii la electricitate

21) Gandindu-va la facturile la energie, care dintre afirmatii vi se potriveste cel mai bine?*

() Ma intereseaza si inteleg toate informatiile de pe factura.

() Ma intereseaza doar ce am de platit, dar nu si alte informatii de pe factura.

() Inteleg cat am de platit, dar nu inteleg si celelalte informatii de pe factura.

22) Va rog sa estimati suma totală (in RON) pe care o cheltuiti intr-o luna de IARNA in gospodarie, pentru fiecare dintre urmatoarele care vi se potriveste:*

Electricitate:: _____

Intretinere:: _____

Gaz (daca detineti separat servicii de gaz cu contract de la un furnizor):

Lemne (daca detineti o soba pe lemne in gospodarie):

23) Va rog sa estimati suma totală (in RON) pe care o cheltuiti intr-o luna de VARA in gospodarie, pentru fiecare dintre urmatoarele care vi se potriveste:*

Electricitate:: _____

Intretinere:: _____

Gaz (daca detineti separat servicii de gaz cu contract de la un furnizor):

Lemne (daca detineti o soba pe lemne in gospodarie):

24) Care a fost valoarea ultimei facturi (in RON) pentru:*

Electricitate:: _____

Intretinere:: _____

Gaz (daca detineti separat servicii de gaz cu contract de la un furnizor):

25) Gospodaria dvs. a avut facturi restante la utilitati in ultimul an (ultimele 12 luni)?*

() Da

() Nu



26) Care sunt motivele pentru care ati avut facturi restante la utilitati?*

- ☐ Am avut dificultati financiare (nu am avut bani sa platesc factura).
- ☐ Am primit o factura incorecta de la furnizor.
- ☐ Am uitat sa platesc factura.
- ☐ Am platit factura mai tarziu (nu am respectat termenul de plata).
- ☐ Am avut o disputa (reclamatie) cu furnizorul meu.
- ☐ Alta situatie (va rugam precizati).: _____*

27) Cum apreciati veniturile gospodariei dumneavoastra?*

- ☐ Nu ne ajung nici macar pentru strictul necesar.
- ☐ Ne ajung doar pentru strictul necesar.
- ☐ Ne ajung pentru un trai decent, dar nu ne permitem sa cumparam unor lucruri mai scumpe.
- ☐ Ne permitem cumpararea unor lucruri mai scumpe, dar cu restrangeri in alte domenii.
- ☐ Ne permitem sa cumparam tot ceea ce ne dorim, fara restrictii.

28) Care este tipul de incalzire utilizat in gospodaria dumneavoastra?*

- ☐ Energie termica de la regia de termoficare
- ☐ Centrala proprie pe energie electrica
- ☐ Centrala proprie cu alt tip de combustibil (de ex pompa de caldura)
- ☐ Centrala proprie pe gaze naturale
- ☐ Centrala proprie pe lemne / paleti
- ☐ Soba pe gaze naturale
- ☐ Soba pe lemne / cărbuni
- ☐ Fara sistem de incalzire
- ☐ Nu stiu

29) Care este tipul de combustibil folosit in gospodaria dvs. pentru GATIT?*

- ☐ Electricitate
- ☐ Gaz
- ☐ Lemne / carbuni / petrol
- ☐ Butelie
- ☐ Altul: _____



☐ Nu stiu

30) In ce an este fabricat frigiderul/combina frigorifica din gospodaria dumneavoastra?

Dacă nu știți exact anul fabricatiei, va rugam sa ne indicați anul in care l-ati cumparat.*

*31) Locuiti la casa sau la bloc?**

☐ Bloc

☐ Casa

*32) Cate camere (de locuit) are locuinta dvs? **

☐ garsoniera

☐ 2 camere

☐ 3 camere

☐ 4 camere

☐ 5 camere

☐ mai mult de 5 camere

*33) Din ce tip de material este construita cladirea in care locuiti?**

☐ Beton

☐ Piatra

☐ Caramidă

☐ BCA

☐ Lemn

☐ Paianta (amestec de lut cu paie din care se fac pereti)

☐ Alt material (va rugam precizati....):

☐ Nu stiu



34) Cat estimati ca este venitul total net in RON pe care familia dvs l-a incasat luna trecuta (toate persoanele cu care locuiti in aceeasi gospodarie avand un buget comun)?*

- ☐ Sub 1500 lei
- ☐ 1501 – 2000 lei
- ☐ 2001 – 3000 lei
- ☐ 3001 – 4000 lei
- ☐ 4001 – 5000 lei
- ☐ 5001 – 6000 lei
- ☐ 6001 – 7500 lei
- ☐ 7501 – 10000 lei
- ☐ 10000-15000 lei
- ☐ Peste 15000 lei
- ☐ Refuz

35) Cati membri are gospodaria dvs? *

36) Sunteti...?*

- ☐ Barbat
- ☐ Femeie
- ☐ Prefer sa nu spun.

37) Care este ultima școală pe care ați absolvit-o?*

- ☐ Școala primara (1-4 clase)
- ☐ Școala gimnaziala (5-8 clase)
- ☐ Școala profesionala
- ☐ Liceu
- ☐ Școală post-liceala sau colegiu
- ☐ Studii universitare
- ☐ Studii post-universitare

38) Care este ocupatia dumneavoastra?*

- ☐ Proprietar firma / Liber profesionist
- ☐ Manager / Director / Angajat cu studii superioare



☐ Angajat cu studii medii

☐ Student

☐ Casnic(a)

☐ Somer

☐ Pensionar: _____ *

☐ Altele (va rugam precizati): _____

Acestea au fost toate intrebarile



GHID DE DISCUTIE/ FGDs
Electrica Furnizare
NPS - Satisfactia consumatorilor casnici
consumatori casnici
Aprilie 2023
120 de minute

PARCURSUL GENERAL AL DISCUTIEI

Sectiuni si scurta descriere	Durata (120 min)
Sectiunea 1: INTRODUCERE GENERALA	5 min
Sectiunea 2: INCALZIRE & PROFILARE CONSUMATORI	10 min
Sectiunea 3: NEVOI & ATITUDINI FATA DE FURNIZORII DE ENERGIE ELECTRICA	50 min
Sectiunea 4: IMAGINEA BRANDURILOR/ FURNIZORILOR	40 min
Sectiunea 5: SERVICII ADITIONALE & SUGESTII DE VIITOR	15 min

1. INTRODUCERE GENERALA (5 min)

MODERATOR: INCEPETI PRIN A SPUNE INVITATILOR NUMELE VOSTRU SI NUMELE COMPANIEI PENTRU CARE LUCRATI (ISRA). EXPLICATI-I CA AU FOST INVITATI LA O DISCUTIE DESPRE **NEVOILE FATA DE FURNIZORII DE ENERGIE SI GAZ.**

EXPLICATI-I ROLUL VOSTRU: LE VETI PROPUNE CATEVA TEME DE DISCUTIE. VOR DISCUTA LIBER PUNCTELE LOR DE VEDERE.

SUBLINIATI CA VA FI O DISCUTIE LIBERA SI INFORMALA, APOI EXPLICATI CA DISCUTIA VA FI INREGISTRATA AUDIO SI VIDEO SI CA ACEASTA INREGISTRARE ESTE FOLOSITA DOAR IN SCOPURI DE CERCETARE.

EXPLICATI FAPTUL CA RAPORTUL CARE VA FI REALIZAT SE VA BAZA DOAR PE CEEA CE VOR SPUNE, FARA A LI SE MENTIONA NUMELE.

2. INCALZIRE & PROFILARE CONSUMATORI (10 min)

Pentru inceput, as vrea **sa ne cunoastem.**

Povestiti-mi in **cateva cuvinte despre voi si familia dvs.**

Ce imi puteti spune despre **locuinta dvs.?** Locuiti la **apartament/ casa?** **Aveti propria locuinta** sau stati cu **chirie?** Care sunt **placerile si neplacerile** in a avea grija de o locuinta?



Moderator: urmareste daca se mentioneaza spontan **relatia cu furnizorii de energie electrica/ gaz** si eventuale dificultati legate de acestia (ex: facturi prea mari, lipsa facturare etc)

Aproximativ, **cate aparate electrocasnice aveti in locuinta? La cat estimati consumul dvs. lunar de energie electrica?** Dar pe cel de gaze?

S-a modificat ceva in consumul dvs. in ultima perioada? Daca da, ce anume?

Moderator: urmareste daca se mentioneaza spontan **reducerea consumului** si, *daca nu, verifica:*

Ati simtit nevoia sa reduceti consumul de energie/ gaz in gospodaria dvs.?

Daca da, de ce? **Cum ati procedat** concret? Ce **masuri/ strategii** ati adoptat? Au functionat?

V-au afectat in vreun fel aceste masuri viata de zi cu zi? In ce sens?

Daca nu au redus consumul: luati in calcul sa reduceti consumul de energie electrica/ gaz in locuinta dvs.? **Cum** va ganditi sa faceti acest lucru?

Moderator: urmareste **diferentele** intre utilizatorii cu consum mare si cei cu consum mai mic.

Moderator: verifica si intelege **motivele** pentru reducerea consumului: sunt legate doar de pret sau si de ideea de protectie a mediului? Daca sunt legate doar de pret, intelege de ce acesta constituie o prioritate in detrimentul motivelor ecologice.

3. NEVOI & ATITUDINI FATA DE FURNIZORII DE ENERGIE ELECTRICA (50 min)

PERCEPTII DESPRE PIATA DE ENERGIE ELCTRICA

Cum ati descrie **piata energetica actuala**? Care au fost **schimbarile** aparute in ultimii 3 ani? In ce masura v-au impactat acestea? **Cum v-ati adaptat** la aceste schimbari? Ce **schimbari/ strategii** ati implementat?

Moderator: exploreaza pe rand pentru legislatia privind **liberalizarea pietei de gaze naturale si energie electrica, cresterea preturilor la energie electrica si gaz, COVID, razboiul din Ucraina, compensare, plafonare, praguri de plafonare, probleme de facturare in context de piata** si exploreaza **consecintele pentru consumatori si strategiile de adaptare.**

S-a schimbat in vreun fel gradul dvs. de informare cu privire la piata de energie electrica si gaze in aceasta perioada? Daca da, cum anume?

Dar **relatia cu furnizorul de energie si gaz**? S-a modificat in vreun sens? Daca da, in care?



Moderator: la sfarsitul acestei sectiuni trebuie sa avem **un raspuns clar privind ce s-a schimbat in comportamentul lor dupa COVID, liberalizarea pietei de energie si razboiul din Ucraina (ex: sunt mai atenti la pret, folosesc mai mult aplicatia etc).**

ASOCIERI SPONTANE FURNIZORI DE ENERGIE ELECTRICA

Care sunt primele **lucruri/ ganduri/ emotii/ cuvinte** care va vin in minte cand auziti de **<furnizori de energie electrica>**? De ce tocmai acestea?

ASTEPTARI DE LA FURNIZORII DE ENERGIE ELECTRICA

As vrea in continuare sa facem o lista cu tot ce inseamna un **furnizor de utilitati de calitate** pentru voi. Incercati sa veniti cu cat mai multe exemple si povesti personale din experienta cu furnizorii pentru a face **un tablou complet de nevoi si posibile solutii**.

Moderator: noteaza pe post-it-uri criteriile mentionate. Dupa epuizarea mentiunilor spontane, exploreaza pentru aspectele de mai jos, daca nu au fost mentionate.

Pentru fiecare verifica: **importanta, varianta preferata, multumiri/ nemultumiri actuale prin exemplificarea unei situatii pozitive/ negative per aspect.**

- **Oferta** - tipul de servicii, varietatea serviciilor (interventii pentru urgente, energie din surse regenerabile etc.) Care sunt serviciile care conteaza? Ce trebuie sa se regaseasca in pachet? Ce poate face diferenta? Ce face ca un pachet de beneficii sa fie competitiv? Daca toate pachetele disponibile la un moment dar ar fi la acelasi pret, ce ar face diferenta mai departe? Pentru ce ati fi dispusi sa platiti un pret mai mare?
- **Pretul** - variabil/ fix pe o perioada mai lunga de timp/ diferentiat in functie de consum etc.; verifica si intelege **de ce este pretul un factor decisiv**
- **Interactiune** - Care sunt etapele importante ale interactiunii cu un furnizor de servicii de electricitate/ gaze naturale?

Moderator: exploreaza pe rand pentru **negociere, incheiere contract, plata utilitatilor etc.** si verifica pentru fiecare etapa:

Care sunt **asteptarile** dvs legate de fiecare din aceste etape? Ce poate usura/ simplifica interactiunea cu furnizorii de servicii in aceasta etapa?

- **Perioada de plata** – Care este o perioada de plata optima pentru dvs.?
- **Discount-uri** – care sunt tipurile de discount atractive?
- **Proces** - modalitatea de incheiere a contractului, facturare & plata a facturii etc.
- **Calitatea serviciilor** - Ce inseamna calitate cand vine vorba de serviciile de utilitati? In ce se reflecta cel mai mult calitatea?
- **Disponibilitatea altor servicii in pachet si a altor utilitati** (ex. pachet care include si serviciile de gaze naturale) – Care este avantajul? In ce fel va ajuta?
- **Client service:** Ce inseamna pentru dvs. o experienta placuta in relatie cu un furnizor de servicii de energie electrica? Ce sa se intample? Cum sa fiti tratat?



- **Comunicare** – cum sa se desfasoare comunicarea cu furnizorul? Prin ce canale? Cu ce fel de informatii va doriti sa fiti tinuti la curent?
- **Factura** electronica sau tiparita? De ce astfel?
- **Modalitati de plata:** Cum faceti plata facturilor de energie electrica si gaze naturale? De ce preferati aceasta metoda de plata? Mai sunt si alte modalitati prin care ati putea realiza plata catre furnizori? Daca da: Pe acestea de ce nu le luati in calcul?

Care sunt **cele mai importante aspecte**? De ce **sunt acestea importante**?

CRITERII DE ALEGERE A FURNIZORULUI DE ENERGIE. ANALIZA KANO.

Cum alegeti un furnizor de energie electrica, in functie de ce **criterii**? Ce anume conteaza atunci cand alegeti serviciile de energie electrica? Care sunt lucrurile importante?

Daca ati fi acum in situatia de a alege un furnizor de servicii de energie electrica, ce ati lua in calcul? Care ar fi criteriile la care s-ar uita in primul rand?

Ce ar putea sa faca diferenta intre doi furnizori din punctul dvs. de vedere? (ex: produse/servicii in sine, pret, dar si relatie, suportul oferit, comunicare, servicii conexe etc).

Ce anume poate influenta alegerea furnizorului de energie electrica? Cum ar putea o firma de energie electrica sa va convinga sa incepeti o colaborare?

***Moderator:** noteaza pe post-ituri toate criteriile/ aspectele mentionate de consumatori si apoi roaga-i sa le ierarhizeze astfel*

Sa incercam acum sa ierarhizam aceste criterii despre care am discutat, cele in functie de care alegem **furnizorul de energie**.

Care sunt **acele aspecte fara de care nu ati lua un calcul un furnizor de energie** (cele de baza)? De ce sunt ele atat de importante pentru dvs.?

Care sunt acele aspecte care il fac sa fie **mult mai bun decat ceilalti/care l-ar face o optiune de nerefuzat**? De ce tocmai acestea?

Care sunt acele aspecte care l-ar face **special fata de ceilalti**? Aspecte care nu sunt de maxima importanta, dar ar fi placut sa fie adaugate?

Daca va ganditi la acele **aspecte care va sunt indiferente** in ceea ce priveste furnizorii de energie, ce anume va vine in minte? De ce tocmai acestea?

4. IMAGINEA BRANDURILOR/ FURNIZORILOR (40 min)

NTU



PEISAJ COMPETITIV

Care sunt **furnizorii de energie** pe care ii cunoasteti?

Moderator: *Notati pe flipchart pe rand denumirea furnizorilor de interes: **Electrica Furnizare/ Enel/ E-on/ Cez/ Hidroelectrica**. Realizati un laddering pentru fiecare dintre ele: pornind de la **ATTRIBUTE** de marca/ servicii → **impactul/ importanta acestora pentru consumatori BENEFICII** → **CORE VALUES** ale marcii, astfel:*

Care sunt principalele **trasaturi/ attribute/ caracteristici** care va vin in minte, atunci cand auziti de **Electrica Furnizare/ Enel/ E-on/ Cez/ Hidroelectrica**? **Ce altceva?**
Moderator: *repetati intrebarea pana in momentul in care consumatorii raspund <Nimic altceva>.*

Ce inseamna acest lucru pentru dvs.? **De ce** este acest lucru **important** ?

Langa ce alte marci, indiferent de industrie, l-ati aseza pe acest furnizor? Cu ce branduri il asociati/ la ce alte marci va duce cu gandul?

Prin ce anume se diferentiaza? Are **ceva** doar al lui?

Care sunt **punctele forte si punctele slabe**? De ce acestea?

Care sunt **avantajele/ dezavantajele competitive**? Cum evaluati **oferta de produse si servicii** a acestui furnizor? Ce va place/ nu va place la **interactiunea** cu acest furnizor?

Ce anume credeti ca ar putea face astfel incat **sa isi imbunatateasca oferta, serviciile**, in general prestatia catre dvs.? Considerati ca este suficienta? Credeti ca ar mai trebui ceva? Ce anume? De ce? Care sunt **capitolele la care ar trebui sa mai lucreze** si in ce fel?

Ce va inspira in termeni de **spirit/personalitate** fiecare dintre marcile de pe masa? Daca le-ati asocia cu persoane, ce fel de persoana ar fi fiecare?

RELATIA CU FURNIZORUL ACTUAL DE ENERGIE

Care este furnizorul cu care colaborati in prezent?

Cum l-ati ales? Ce v-a determinat sa deveniti clientul acestui furnizor? **De cata vreme** lucrati cu acest furnizor?

Cat de multumit sunteti de urmatoarele aspecte in colaborarea cu furnizorul dvs. de energie electrica?

Moderator: *daca nu s-a discutat deja pana in acest punct verifica sau sumarizeaza pentru:*

- **proces** – modalitatea de **incheiere/ reinnoire a contractului**; **Cum ati incheiat contractul** (de ex in magazine, online etc) Cum a decurs acest proces? Ati intampinat ceva **dificultati**?



- **servicii** - sunteți **multumiti** de serviciile de care beneficiați? Dacă **DA**, de ce anume? Dacă **NU** – ce anume va face nemulțumit/ ce lipsește? Lipsesc anumite beneficii?
- **pret** – cât de mulțumit sunteți de prețurile oferite de acest furnizor?
- **facturi & plata** – ați experimentat **probleme de facturare**? Contextul pandemic actual a modificat ceva în obiceiurile dvs. de plată?
- **interacțiune** – care sunt canalele prin care comunicați cu furnizorul dvs.? **Cum ați caracteriza interacțiunea cu acesta**? Care sunt **asteptările** pe care le aveți de la o firmă de furnizare de energie electrică?

În trecut, ați mai colaborat și cu alți furnizori?

Dacă DA: de ce ați schimbat furnizorul de servicii de energie electrică?

Care au fost motivele/circumstanțele care v-au făcut să apelați la alta firmă? Care sunt **avantajele și dezavantajele serviciilor oferite de actualul furnizor**? Cum a fost **procesul trecerii de la un furnizor la altul**?

Dacă NU: În ce condiții ați întrerupe colaborarea cu firma de energie electrică cu care lucrați în prezent? Ce v-ar putea determina ca, la un moment dat, să decideți să nu mai fiți **clientul acestei companii**?

Ce să se întâmple astfel încât să renunțați la serviciile lui?

5. SERVICII ADITIONALE & SUGESTII DE VIITOR (15 min)

SERVICII ADITIONALE

Gândindu-ne la viitor, **cu ce soluții v-ați dori să vină acești furnizori**? Ce ar trebui să conțină pachetele astfel încât să fiți mulțumit?

Dincolo de furnizarea de energie electrică/ gaze naturale, **ce servicii aditionale v-ați dori**? (de ex, **panouri voltaice, aer condiționat, cumpărare de bunuri/centrale termice**).

Moderator: dacă se menționează **echipamente electrocasnice** verifica ce i-ar face să cumpere astfel de echipamente de la furnizorul de energie și nu din magazine de specialitate, de tip Altex.

Ce ar putea face diferența din punct de vedere al serviciilor aditionale oferite? Ce ar putea aduce nou un furnizor în materie de servicii suplimentare incluse în oferta?

SUGESTII DE VIITOR

Cum v-ar placea să sune **lista de beneficii** care să va fie incluse în pachet pentru viitor – cele care ar fi relevante pentru voi/ care v-ar capta atenția?

Ce fel de **aplicații/ tool-uri online** v-ați dori din partea furnizorului dvs.? În ce fel v-ar ajuta acestea?



Cand trageți linie, **ce ar însemna o relație foarte bună cu un furnizor de energie electrică/ gaze naturale**, din punctul dvs de vedere?

Cu ce ar putea să se diferențieze un astfel de furnizor pentru a vă reține atenția și a intra pe lista de interes?

Ce **sfat de final** le-ați da furnizorilor de energie electrică?

MULTUMESTE PENTRU PARTICIPAREA LA DISCUTIE SI INCHEIE



CHESTIONAR ENERGIE ELECTRICA
COD PROIECT ISRA: 1779
Mai 2023

Buna dimineata/ ziua/ seara. Numele meu este si lucrez la ISRA Center, o companie independenta de cercetare de piata si sondare a opiniei publice.

*In prezent, realizam un studiu cu privire la **satisfactia clientilor cu privire la furnizorii de energie electrica si gaze naturale**. Va rog sa aveti amabilitatea sa completam impreuna un chestionar care va dura circa 20 minute. Va multumesc!*

1. SELECTIE

D1. Cine ia deciziile in gospodaria dvs. cu privire la serviciile de energie electrica? [Op: citeste afirmatiile; raspuns unic]	
1 Doar eu	CONTINUATI
2 Eu impreuna cu alti membri ai familiei	
3 Altceineva din familie	

D2. Dvs.sau unul din membrii familiei dvs/prietenii apropiati lucrati/ lucreaza intr-unul din urmatoarele domenii? [OP: raspuns unic]	
1	
2	



3		
4		
5		
6	Niciunul dintre cele de mai sus	CONTINUATI

D3. Gen [Op: incercuieste numarul corespunzator]	
1	Barbat
2	Femeie

D4. Ce varsta aveti? Varsta: [OP: notati varsta exacta si incercuiti intervalul numarul corespunzator]		
1	18-27 ani	CONTINUATI
2	28-38 ani	
3	39-49 ani	
4	50-60 ani	
5	61-70 ani	

2. CUNOASTERE & UTILIZARE furnizori de energie



D5. Va voi citi acum o lista de furnizori de energie electrica. De care dintre acestia ati auzit? *[raspuns multiplu]*

D6. Pe care dintre acesti furnizori de energie electrica il utilizati in prezent in gospodaria dvs? **Prin gospodaria dvs ne referim la domiciliul stabil, unde va petreceti cea mai mare parte a timpului.**
OP: Daca are mai multi furnizori, intreaba „Care este furnizorul principal, acela pe care il folositi in cea mai mare masura” si bifeaza. *[raspuns unic]*

		Cunoscuti	Furnizor actual
1	CEZ	1	1
2	Electrica	2	2
3	Enel	3	3
4	E.ON	4	4
5	Engie	5	5
6	Digi Energy (RCS&RDS)	6	6
7	Hidroelectrica	7	7
8	Tinmar	8	8
9	Alt furnizor. Care?	9	9
10	Nu stiu/Nu raspund		

Daca nu se raspunde cu un cod intre 1-8 la „Furnizor actual”, STOP INTERVIU.

D7. Ati schimbat furnizorul de energie electrica din gospodaria dvs in ultimii 2 ani? *[raspuns unic]*

1	Da
2	Nu



3	Nu stiu
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Daca furnizorul actual nu este cel corespunzator ariei traditionale si nu stie daca a schimbat furnizorul STOP INTERVIU

Q3.a. <i>[Daca a raspuns DA la D7]</i> Ce furnizor de energie electrica aveati inainte ? <i>[raspuns unic]</i>	
1	CEZ
2	Electrica Furnizare
3	Enel
4	E.ON
5	Engie
6	Digi Energy (RCS&RDS)
7	Tinmar
8	Alt furnizor. Care?
9	Nu stiu/Nu raspund

In continuare se evalueaza furnizorul ACTUAL de energie electrica. EVALUARE GENERALA

3. EVALUAREA GENERALA a FURNIZORULUI ACTUAL DE ENERGIE ELECTRICA

D8. Luand in considerare tot ceea ce stiti despre furnizorul dvs actual de energie electrica <i>[PROG: Insereaza furnizorul evaluat]</i> , cat de probabil ar fi sa il recomandati persoanelor pe care le cunoasteti: membrii ai familiei, prieteni sau colegi? Va rog sa folositi o scala de la 0 la 10, unde 0 inseamna "cu siguranta nu voi recomanda" si 10 inseamna "cu siguranta voi recomanda". Puteti alege orice cifra intre 0 si 10. <i>[raspuns unic]</i>
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cu siguranta <u>nu</u> voi recomanda 0	1 2 3 4 5 6 7 8 9	cu siguranta voi recomanda 10
---	-------------------	----------------------------------

D9. **[Doar pentru 9-10 la Q10]** Care sunt motivele pentru care ati oferit nota [PROG: Insearea nota] pentru [Progr: furnizor]? Va rog detaliati. Mai sunt si alte motive? [raspuns spontan]

.....

D10. **[Doar pentru 7-8 la Q10]** Care sunt aspectele care ar trebui imbunatatite pentru ca nota dvs. pentru [Progr: furnizor] sa fie 9 sau 10? Va rog detaliati. Mai sunt si alte aspecte? [raspuns spontan]

.....

D11. **[Doar pentru 0-6 la Q10]** Care sunt aspectele care ar trebui sa fie imbunatatite pentru ca dvs. sa doriti sa recomandati [Progr: furnizor] persoanelor pe care le cunoasteti? Va rog detaliati. Mai sunt si alte aspecte? [raspuns spontan]

.....

D13. Cat de multumit sunteti de furnizorul [PROG: Insearea furnizorul evaluat], referitor la urmatoarele aspecte? Va rog sa folositi o scala de la 1 la 5, unde 1 inseamna "foarte nemultumit" si 5 inseamna "foarte multumit". [raspuns unic pe linie]							
OP: Rotiti ordinea de citire a afirmatiilor!		Foarte nemultumi t 1	2 3 4			Foarte multumit 5	NS/N R 99
1	Raportul dintre calitatea serviciilor si pret	1	2	3	4	5	99
2	Preturile practicate, in general, de furnizorul dvs	1	2	3	4	5	99
3	Oferte atractive care includ servicii de energie electrica si gaze naturale	1	2	3	4	5	99



4	Oferte atractive care includ energie electrica si servicii aditionale (de ex. asigurare de bunuri sau de viata, interventii tehnice)	1	2	3	4	5	99
5	Claritatea ofertelor	1	2	3	4	5	99
6	Produsele si serviciile actuale ale furnizorului de energie electrica	1	2	3	4	5	99
7	Usurinta in schimbarea produsului/tarifului dvs, actualizarea datelor de contact, schimbarea conventiei de consum	1	2	3	4	5	99
8	Functionarea serviciului de energie electrica (fara intreruperi)	1	2	3	4	5	99

4. EVALUAREA FURNIZORULUI ACTUAL DE ENERGIE ELECTRICA – TOUCHPOINTS – ULTIMELE 6 LUNI

D14. Acum va rog să vă gândiți la toate interacțiunile pe care le-ați avut în <u>ultimele 3-6 luni</u> cu [PROG: <i>Inseareaza furnizorul actual</i>]. Va citesc o lista de activitati si pentru fiecare, va rog sa imi raspundeti daca... [raspuns unic pe linie]			
OP: Rotiti ordinea de citire a situatiilor!		Da	Nu
1	Ati vizitat un magazin/centru de relatii cu clientii [PROG: <i>Inseareaza furnizorul</i>]	1	2
2	Ati sunat la Serviciul de Relatii Clienti/Call Center [PROG: <i>Inseareaza furnizorul</i>]	1	2
3	Ati vizitat pagina de internet a furnizorului [PROG: <i>Inseareaza furnizorul</i>]	1	2
4	Ati folosit serviciul de tip MyAccount/Contul meu (de ex. MyCez, MyEnel, My Electrica etc)	1	2



5	Ati vizitat vreuna din paginile [PROG: Inseareaza furnizorul] pe diverse canale de Social Media precum Facebook, Youtube, Instagram etc.	1	2
6	Ati reinnoit contractul cu furnizorul actual.	1	2
7	Ati schimbat furnizorul vechi si ati ales un furnizor nou cu care ati incheiat contract	1	2
8	Ati contactat [furnizorul X] in legatura cu o reclamație	1	2

D15. [Doar pentru D14_r2=1] Vom discuta acum despre experienta cu call-center-ul [PROG: Inseareaza furnizorul] . Cum evaluati experienta cu urmatoarele aspecte referitoare la Serviciul de Relatii cu Clientii/call center al [PROG: Inseareaza furnizorul] ? Va rog sa folositi o scala de la 1 la 5, unde 1 inseamna “foarte nemulțumit” si 5 inseamna “foarte mulțumit”. <i>[raspuns unic pe linie]</i>							
OP: Rotiti ordinea de citire a aspectelor!		Foarte nemulțumi t 1	2 3 4			Foarte mulțumit 5	NS/N R 99
1	Experienta dumneavoastra cu call center-ul, in general	1	2	3	4	5	99
2	Robotul telefonic, in general	1	2	3	4	5	99
3	Timpul de asteptare necesar pentru a intra in legatura cu un consultant de la relatii cu clientii (call center)	1	2	3	4	5	99
4	Amabilitatea personalului de la call center	1	2	3	4	5	99
5	Claritatea informatiei primita de la personalul de la call center	1	2	3	4	5	99
6	Rezolvarea problemei de la prima sesizare de catre personalul de la relatii cu clientii (call center)	1	2	3	4	5	99

D15b. [Doar pentru D14_r2=1] Care sunt motivele pentru care ati sunat la Serviciul de relatii cu clientii/ Call Center ? *[raspuns spontan]*



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D16. [Doar pentru D14_r1=1] Cum evaluati experienta cu urmatoarele aspecte referitoare la magazinele/centrele de relatii cu clientii ale [PROG: Insereaza furnizorul]?
Va rog sa folositi o scala de la 1 la 5, unde 1 inseamna “foarte nemultumit” si 5 inseamna “foarte multumit”. [raspuns unic pe linie]

OP: Rotiti ordinea de citire a aspectelor!		Foarte nemultumi t 1	2 3 4			Foarte multumit 5	NS/N R 99
1	Experienta dumneavoastra in magazinul/centrul de relatii cu clientii al [PROG: Insereaza furnizorul], in general	1	2	3	4	5	99
2	Timpul de asteptare necesar pana v-a preluat un angajat	1	2	3	4	5	99
3	Priceperea consultantului din magazine/ centrele de relatii cu clientii in rezolvarea cererilor dumneavoastra	1	2	3	4	5	99
4	Atitudinea prietenoasa a consultantului din magazine/ centrele de relatii cu clientii	1	2	3	4	5	99
5	Personalul din magazine/ centrele de relatii cu clientii ofera informatii clare si complete despre produse si servicii	1	2	3	4	5	99
6	Aspectul magazinului/centrului de relatii cu clientii, in general	1	2	3	4	5	

D16a. [Doar pentru D14_r1=1] Care sunt motivele pentru care ati vizitat un magazin/centru de relatii cu clientii ? [raspuns spontan]



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D17. [Doar pentru D14_r3=1] Cum evaluati experienta cu urmatoarele aspecte referitoare la website/pagina de internet [PROG: Inseareaza furnizorul]?
Va rog sa folositi o scala de la 1 la 5, unde 1 inseamna “foarte nemultumit” si 5 inseamna “foarte multumit”.
[raspuns unic pe linie]

OP: Rotiti ordinea de citire a aspectelor!		Foarte nemultumi t 1	2	3	4	Foarte multumit 5	NS/N R 99
1	Claritatea informatiei de pe website-ul furnizorului...	1	2	3	4	5	99
2	Usurinta cu care ati gasiti informatiile pe care le cautati pe pagina de Internet (website)	1	2	3	4	5	99
4	Aspectul și experiența de utilizare a website-ului/paginii de internet a [PROG: Inseareaza furnizorul]	1	2	3	4	5	99

D17a. [Doar pentru D14_r4=1] Ne-ati spus mai devreme ca ati utilizat serviciul MyAccount de la furnizorul [PROG. insereaza furnizorul]. Dvs. utilizati... ? [raspuns multiplu]

1	My Account website
2	My Account aplicatia de mobil
3	Ambele variante



D18. **[Doar pentru Q17a=2, 3]** Cum evaluați experiența din punctul de vedere al ușurinței de utilizare a aplicației mobile a... [Progr: inserează furnizor]?

Va rog să folosiți o scală de la 1 la 5, unde 1 înseamnă "Foarte nemulțumit" și 5 înseamnă "Foarte mulțumit",. Puteti alege orice cifra între 1 și 5. [raspuns unic]

Foarte nemulțumit				Foarte mulțumit	NS/NR
1	2	3	4	5	99

D19. **[Doar pentru Q17a=1, 3]** Cum evaluați experiența din punctul de vedere al ușurinței de utilizare a serviciului "My Account" / "Contul meu", secțiunea de pe site, de la [Progr: inserează furnizor]?

Va rog să folosiți o scală de la 1 la 5, unde 1 înseamnă "Foarte nemulțumit" și 5 înseamnă "cu siguranță". Puteti alege orice cifra între 1 și 5. [raspuns unic]

Foarte nemulțumit				Foarte mulțumit	NS/NR
1	2	3	4	5	99

D20. **[Doar pentru D14_r5=1]** Ați spus că ați vizitat una dintre paginile [Progr: inserează furnizor] de pe rețelele de socializare (Facebook, Instagram) în ultimele 3-6 luni. Cât de mulțumit(ă) sunteți de informațiile pe care [Progr: inserează furnizor] le transmite prin intermediul rețelelor de socializare?

Va rog să folosiți o scală de la 1 la 5, unde 1 înseamnă "Foarte nemulțumit" și 5 înseamnă "Foarte mulțumit". Puteti alege orice cifra între 1 și 5. [raspuns unic]

Foarte nemulțumit				Foarte mulțumit	NS/NR
1	2	3	4	5	99

5. EVALUAREA FURNIZORULUI ACTUAL DE ENERGIE ELECTRICA - RECLAMATII

D24a. **[daca D14_r8=1]** Ați spus mai devreme că ați contactat [furnizorul X] în legătură cu o reclamație. Care sunt motivele pentru care ați făcut o reclamație către [furnizorul X]?

1	Semnalare deranjamente/ avarii/ intreruperi in functionarea serviciului de energie electrica
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2	Probleme cu factura (ex. gresita, prea mare, neclara etc.)
3	Nu am primit factura/ Factura a intarziat
4	Pentru verificare/ confirmare de plata a facturii
5	Estimarea consumului/ citirea indexului
6	Semnalarea defectarii contorului/ panoului electric
7	Semnalare fluctuatii de tensiune
8	Nemultumiri legate de timpul indelungat de raspuns in call center
9	Nemultumiri cu privire la atitudinea angajatilor
10	Intarzierea bransarii
11	A fost schimbat contractul fara consimtamantul meu
12	Probleme intampinate cu schimbarea contractului
13	Probleme cu aplicatia
14	Neprezentarea/ intarzierea echipei de interventie
15	Probleme cu stalpii de tensiune
16	Obtinerea de informatii
17	Deconectarea nejustificata de la retea
18	Alt motiv
19	Nu stiu/ Nu raspund

D24b. [daca D14_r8=1] Va rog sa va ganditi la procesul de reclamatie, in general, indiferent de metoda de contact utilizata. Cum ati evalua [Furnizorul X] in legatura cu modul in care a raspuns reclamatiei dvs?

Va rog sa folositi o scala de la 1 la 5, unde 1 inseamna “ Foarte nemultumit” si 5 inseamna “ Foarte multumit”. Puteti alege orice cifra intre 1 si 5. [raspuns unic]

Foarte nemultumit				Foarte multumit	NS/NR
1	2	3	4	5	99



6. EVALUAREA FURNIZORULUI ACTUAL DE ENERGIE ELECTRICA - CONTRACT

D24e. [D14_r6=1] Ne-ati spus mai devreme ca ati reinnoit contractul cu actualul furnizor. Cand ati facut aceasta schimbare?

1	Ultima luna
2	Ultimele 3-6 luni
3	Ultimele 6-12 luni
4	Nu stiu [NU CITI]

D14a. [D14_r6=1] Cum ati reinnoit contractul? [raspuns unic]

1	In magazin/ la sediul furnizorului
2	Pe email
3	Online/ pe website-ul furnizorului [PROG: afiseaza doar pentru q14_r3=1]
4	Un agent al furnizorului a venit acasa
9	Alta modalitate (va rugam precizati...)

D24c. [D14_r6=1] Acum va rog sa evaluati experienta reinnoirii contractului cu actualul furnizor pentru fiecare din urmatoarele afirmatii. [PROG: Afiseaza canalul selectat la D14a]

Va rog sa folositi o scala de la 1 la 5, unde 1 inseamna “foarte nemultumit” si 5 inseamna “foarte multumit”.

[raspuns unic pe linie]



OP: Rotiti ordinea de citire a aspectelor!		In magazin/ la sediul furnizorului	Pe email	Online/ pe website-ul furnizorului
1	Usurinta cu care ati incheiat Contractul cu actualul dvs furnizor de energie electrica	1-5 NS/NR 99	1-5 NS/NR 99	1-5 NS/NR 99
2	Timpul necesar pentru incheierea contractului dvs	1-5 NS/NR 99	1-5 NS/NR 99	1-5 NS/NR 99

D282. In ultimele 3-6 luni ati primit prin posta/ e-mail materiale informative de la furnizorul dvs. de energie electrica?		
1	Da	MERGI LA D283
2	Nu	MERGI LA
3	Nu stiu	

D283. Cum ati evalua materialele informative primite de la furnizorul dvs de energie electrica?							
Va rog sa folositi o scala de la 1 la 5, unde 1 inseamna "foarte nemultumit" si 5 inseamna "foarte multumit". [raspuns unic pe linie]							
		1 foarte nemultumit	2	3	4	5 foarte multumit	99 NS/NR
2	Claritatea informatiilor	1	2	3	4	5	99
3	Informatii complete / suficiente	1	2	3	4	5	99



7. EVALUAREA FURNIZOR ACTUAL DE ENERGIE ELECTRICA – FACTURA

D25. Vom discuta acum despre factura dvs. de la [Progr: insereaza furnizor].

Cum primiti factura de la [Progr: Furnizor]? [raspuns multiplu]

1	In plic, livrata acasa prin posta/ curier
2	Pe e-mail
3	In aplicatia online/ Contul meu/MyAccount al furnizorului
4	Altfel, va rugam specificati....

D26. Cat de multumit(ă) sunteți de urmatoarele aspecte referitoare la factura de la [PROG: Insereaza furnizorul]? Va rog sa imi spuneti cum ati evalua experienta pe o scala de la 1 la 5, unde 1 inseamna “foarte nemultumit” si 5 inseamna “foarte multumit”.

[raspuns unic pe linie]

OP: Rotiti ordinea de citire a aspectelor!		Foarte nemultumi t 1	2 3 4			Foarte multumit 5	NS/N R 99
1	Primirea la timp a facturii	1	2	3	4	5	99
2	Claritatea facturii	1	2	3	4	5	99
3	Termenul de plata a facturii	1	2	3	4	5	99



4	Corectitudinea facturii	1	2	3	4	5	99
---	-------------------------	---	---	---	---	---	----

TOTI RESPONDENTII:

D26.1 Vi s-a intamplat sa nu primiti factura de energie electrica in ultimele 3-6 luni?	
1	Da
2	Nu
3	Nu stiu [NU CITI]

D26.2 Ati sesizat daca in ultimele 3-6 luni ati beneficiat de compensarea facturii dvs. de energie electrica?	
1	Da
2	Nu
3	Nu stiu [NU CITI]

8. IMAGINEA FURNIZORULUI ACTUAL DE ENERGIE ELECTRICA

D27. In ce masura sunteti de acord cu urmatoarele afirmatii despre [PROG: Insereaza furnizorul evaluat].?

Va rog sa folositi o scala de la 1 la 5, unde 1 inseamna “deloc de acord” si 5 inseamna “in totalitate de acord”. [raspuns unic pe linie]



OP: Rotiti ordinea de citire a afirmatiilor!		Deloc de acord 1	2 3 4			In totalitate de acord 5	NS/N R 99
1	Sunt prompti in rezolvarea solicitarilor	1	2	3	4	5	99
2	Au o gama larga de oferte si servicii	1	2	3	4	5	99
3	Sunt orientati catre simplificarea vietii clientilor	1	2	3	4	5	99
4	Sunt corecti si deschisi	1	2	3	4	5	99
5	Pot fi contactati cu usurinta (de ex. prin call-center, in magazine/centre de relatii cu clientii)	1	2	3	4	5	99
6	Ofera servicii/pachete flexibile, care se potrivesc nevoilor mele	1	2	3	4	5	99
7	Ofera solutii digitale care fac viata mai usoara	1	2	3	4	5	99
9	Serviciul de gaze naturale este stabil/ functioneaza fara intreruperi [DISPLAY ONLY FOR FURNIZOR GAZ FOLOSIT]	1	2	3	4	5	99

9. INTENTIE SCHIMBARE FURNIZOR DE ENERGIE ELECTRICA

D23c. Intentionati sa schimbati furnizorul de energie electrica in urmatoarele 3-6 luni? [raspuns unic]	
1	Da
2	Nu
3	Nu stiu



4	L-am schimbat deja
---	--------------------

D23d. [D23c=1] Care sunt motivele pentru care intentionati sa schimbati furnizorul? [raspuns multiplu]	
1	Pret mai bun
2	Pachet de energie si gaz de la un singur furnizor
3	O oferta cu mai multe beneficii (de ex asigurare, asistenta tehnica, echipamente in rate)
4	Nemulțumit de functionarea serviciului de energie electrica de la actualul furnizor
5	Nemulțumit de interactiunea cu actualul furnizor
6	Alt motiv. Care ...?
7	Niciunul dintre acestea

10. EVALUAREA FOSTULUI FURNIZOR (daca au schimbat recent furnizorul)

In continuare vom discuta despre schimbarile pe care le-ati facut legat de furnizorul de energie electrica.

D35a. [D14_r7=1 sau D7=1 sau D23c=1] Ne-ati spus mai devreme ca ati schimbat furnizorul vechi [furnizorul de la Q3a] si ati ales un furnizor nou [furnizorul de la D6] pentru energia electrica. Cand ati schimbat furnizorul?	
1	Ultima luna
2	Ultimele 3-6 luni
3	Ultimele 6-12 luni
4	Intre 1-2 ani



5	Nu stiu [NU CITI]
---	-------------------

D24c1. [D14_r9=1] Acum va rog sa evaluati experienta incheierii contractului cu actualul furnizor pentru fiecare din urmatoarele afirmatii. [PROG: Afiseaza canalul selectat la D14b]

Va rog sa folositi o scala de la 1 la 5, unde 1 inseamna “foarte nemultumit” si 5 inseamna “foarte multumit”.

[raspuns unic pe linie]

OP: Rotiti ordinea de citire a aspectelor!		In magazin/ la sediul furnizorului	Pe email	Online/ pe website-ul furnizorului
1	Usurinta cu care ati incheiat Contractul cu actualul dvs furnizor de energie electrica	1-5 NS/NR 99	1-5 NS/NR 99	1-5 NS/NR 99
2	Timpul necesar pentru incheierea contractului dvs	1-5 NS/NR 99	1-5 NS/NR 99	1-5 NS/NR 99

11. COMPORTAMENT DE CONSUM

DD1. Care este consumul dvs. mediu lunar in kwh? [raspuns deschis]	
1kwh
9	NS/ NR
9	



D40. Va rugam sa ordonati de la 1 la 3, in functie de cat de mult conteaza pentru dvs., urmatoarele aspecte legate de incalzirea gospodariei, unde 1 reprezinta cel mai important aspect, 2 reprezinta al 2-lea aspect ca importanta etc. [raspuns unic]

1	Pretul, cat de mult ma costa energia electrica
2	Confortul din gospodarie, sa pot consuma cata energie electrica am nevoie
3	Impactul asupra mediului inconjurator

D41. In ce masura ati spune ca va monitorizati consumul de energie electrica din locuinta?

Va rog sa folositi o scala de la 1 la 5, unde 1 inseamna "Deloc" si 5 inseamna "In foarte mare masura". Puteti alege orice cifra intre 1 si 5. [raspuns unic]

Deloc	In mica masura	Nici, nici	In mare masura	In foarte mare masura	NS/NR
1	2	3	4	5	99

D42. Intentionati sa luati masuri de reducere a consumului de energie electrica in locuinta, in urmatoorii 2-3 ani? [raspuns unic]

1	Da
2	Nu

D43. In prezent luati masuri de reducere a consumului de energie electrica in locuinta? [raspuns unic]

1	Da
2	Nu

D44. Va rugam sa selectati din lista de mai jos afirmatiile care vi se potrivesc. Puteti selecta toate variantele care vi se potrivesc. [raspuns multiplu]

1	Cumpar aparatura (electrocasnice, electronice) care consuma mai putin curent
2	Folosesc becuri economice



3	Am masina de spalat vase
4	Deconectez aparatura de la sursa de energie atunci cand nu o folosesc
5	Am in gospodarie contoare inteligente (cu autotitire)
6	Am ales sa cumpar energie verde de la furnizorul meu
7	Am izolat locuinta pe exterior
8	Am izolat locuinta pe interior
9	Am panouri solare/fotovoltaice
10	Niciuna dintre variantele de mai sus

9. GAZE NATURALE

DD2. Locuiti la casa sau la bloc? <i>[raspuns unic]</i>	
1	La casa
2	La bloc

D29a. Sunteti conectat la reseaua de gaze naturale? <i>[raspuns unic]</i>	
1	Da
2	Nu

D29. Aveti in gospodaria dvs gaze naturale cu contor si contract individual de la un furnizor de gaze naturale? <i>[raspuns unic]</i>	
1	Da
2	Nu



D12. Stiti ca urmasorii furnizori sunt si furnizori de gaz?+ [raspuns multiplu]
D13. Pe care dintre acesti furnizori de gaze naturale il utilizati in prezent in gospodaria dvs? Prin gospodaria dvs ne referim la domiciliul stabil, unde va petreceti cea mai mare parte a timpului.
OP: Daca are mai multi furnizori, intreaba „Care este furnizorul principal, acela pe care il folositi cel mai mult?” si bifeaza. [raspuns unic]

		Cunoscuti	Furnizor actual
1	CEZ	1	1
2	Electrica	2	2
3	Enel	3	3
4	E.ON	4	4
5	Engie	5	5
6	Altul, care?....	9	9
9	Nu stiu/Nu raspund		

D45. Pe care dintre urmatoarele produse le folositi in gospodaria dvs? [raspuns multiplu]

1	Aer conditionat
2	Centrala pe gaz
3	Boiler apa calda menajera
4	Purificatoare de aer
5	Solutii de tip "smart-home" (de ex. sisteme inteligente de iluminat, sisteme inteligente de securitate)
6	Calorifer electric
7	Convecteur
8	Incalzitor terasa



9	Radiator
10	Semineu
11	Termostate de ambient
12	Rovinieta pentru autoturism
13	Centrala pe peleti – <i>afiseaza doar pentru DD2=1</i>
14	Cazan cu lemne – <i>afiseaza doar pentru DD2=1</i>
15	Pompa de caldura – <i>afiseaza doar pentru DD2=1</i>
16	Panouri fotovoltaice (Fotovoltaice=panouri instalate pe acoperis pentru producerea energiei electrice) – <i>afiseaza doar pentru DD2=1</i>
17	Panouri solare (pentru incalzire apa) – <i>afiseaza doar pentru DD2=1</i>
18	Niciuna dintre variantele de mai sus

D46. [DD2=2] Ce surse de incalzire folosite in gospodaria dvs la bloc? [raspuns multiplu]

1	Incalzire centralizata
2	Soba
3	Centrala pe gaz
4	Convector
5	Alta sursa de incalzire. Care?
6	Niciuna dintre variantele de mai sus

D47. Pe care dintre urmatoarele servicii le utilizati, in prezent, in gospodaria dvs.? [raspuns multiplu]

1	Asistenta tehnica de urgenta (interventia de urgenta unei echipe de tehnicieni pentru remedierea unor probleme/accidente din locuinta)
2	Asistenta tehnica la cerere (interventia programata a unei echipe de tehnicieni pentru remedierea unor probleme din locuinta)
3	Servicii de revizie/curatare/igienizare a echipamentelor de racire (aer conditionat)



4	Verificari/revizii periodice obligatorii pentru instalatia de gaze naturale
5	Interventii de urgenta/programate pentru instalatia electrica si de incalzire
6	Servicii de instalare electrocasnice mici si mari
7	Asigurare de masina (RCA, CASCO)
8	Asigurare de locuinta (PAD, facultativa)
9	Asigurare de viata
10	Asigurare pentru incapacitate de plata a facturilor de energie
11	Niciuna dintre variantele de mai sus

D48. Pe care dintre produsele de mai jos le-ati lua in considerare/ le-ati achizitiona de la furnizorul de energie electrica/gaz (respectiv inlocui)? Produsele pot fi achizitionate in rate iar livrarea si montajul sunt asigurate de furnizor. * [raspuns unic pe linie]

		Imediat (in urmatoarele 1-3 luni)	In urmatoarele 3-6 luni	In urmatoarele 6-12 luni	Nu intentionez sa achizitionez/ inlocuiesc
1	Aer conditionat	1	1	1	1
2	Centrala pe gaz	2	2	2	2
3	Boiler apa calda menajera	3	3	3	3
4	Purificatoare de aer	4	4	4	4
5	Solutii de tip "smart-home" (de ex. sisteme inteligente de iluminat, sisteme inteligente de securitate)	5	5	5	5
6	Calorifer electric	6	6	6	6
7	Convector	7	7	7	7
8	Incalzitor terasa	8	8	8	8
9	Radiator	9	9	9	9
10	Semineu	10	10	10	10
11	Termostate de ambient	11	11	11	11



12	Rovinieta pentru autoturism	12	12	12	12
13	Pompa de caldura – afiseaza doar pentru DD2=1	13	13	13	13
14	Panouri solare (pentru incalzire apa) – afiseaza doar pentru DD2=1	14	14	14	14
15	Panouri fotovoltaice (Fotovoltaice=panouri instalate pe acoperis pentru producerea energiei electrice) – afiseaza doar pentru DD2=1	15	15	15	15
16	Centrale pe peleti– afiseaza doar pentru DD2=1	16	16	16	16
17	Cazan cu lemne– afiseaza doar pentru DD2=1	17	17	17	17

D49. Pe care dintre serviciile de mai jos le-ati lua in considerare / le-ati achizitiona de la furnizorul de energie electrica/gaz (respectiv inlocui)? [raspuns unic pe linie]

		Imediat (in urmatoarele 1-3 luni)	In urmatoarele 3-6 luni	In urmatoarele 6-12 luni	Nu intentionez sa achizitionez/ inlocuiesc
1	Asistenta tehnica de urgenta (interventia de urgenta unei echipe de tehnicieni pentru remedierea unor probleme/accidente din locuinta)	1	1	1	1
2	Interventii de urgenta/programate pentru instalatia electrica si de incalzire	2	2	2	2
3	Servicii de instalare electrocasnice mici si mari	3	3	3	3
4	Asigurare de masina (RCA, CASCO)	4	4	4	4
5	Asigurare de locuinta (PAD, facultativa)	5	5	5	5
6	Asigurare de viata	6	6	6	6



7	Asigurare pentru incapacitate de plata facturi de energie.	7	7	7	7
---	--	---	---	---	---

DEMOGRAFICE

DD3. Ce suma platiti in medie pe factura lunara de energie electrica la domiciliul unde locuiti in cea mai mare parte a timpului de la [Progr: furnizor]? [raspuns unic]

1RON
9	NS/ NR
9	

DD3a. Cum apreciati veniturile gospodariei dvs.? [raspuns unic]

1	Nu ne ajung nici macar pentru strictul necesar
2	Ne ajung doar pentru strictul necesar
3	Ne ajung pentru un trai decent, dar nu ne permitem sa cumparam lucruri/ servicii mai scumpe
4	Ne permitem cumpararea unor lucruri/ servicii mai scumpe, dar cu restrangeri in alte domenii
5	Ne permitem sa cumparam tot ceea ce ne dorim, fara restrictii

DD4. In afara de domiciliul dvs permanent actual mai detineti si alta locuinta unde beneficiati de energie electrica? [raspuns unic]

1	Da. Cate?.....
2	Nu
3	Nu raspund



DD5. Cat estimati ca este venitul total net in lei – adica salarii si alte venituri – pe care familia dvs (toate persoanele cu care locuiti in aceeași gospodarie avand un buget comun) l-a incasat luna trecuta?
Ati spune ca venitul total net a fost ...? [raspuns unic]

1	Sub 1500 lei
2	1501 – 2000 lei
3	2001 – 3000 lei
4	3001 – 4000 lei
5	4001 – 5000 lei
6	5001 – 6000 lei
7	6001 – 7500 lei
8	7501 – 10000 lei
9	Peste 10000 lei
1 0	Refuz

DD6. Din cate persoane (inclusiv dvs.) este alcatuita gospodaria dvs.? [raspuns unic]

1	1 persoana
2	2 persoane
3	3 persoane
4	4 persoane
5	5 persoane sau mai multe
6	Refuz

DD7. Ce ocupatie aveti? [raspuns unic]

1	Am un loc de munca permanent
---	------------------------------



2	Am un loc de munca temporar
3	Patron/ Director
4	Somer
5	Pensionar
6	Elev/ student
7	Casnica
8	Concediu de maternitate/ concediu platit
9	Nu lucrez din alte motive
1 0	Refuz

DD8. Care este ultima scoala absolvita de catre dvs.? [raspuns unic]	
1	Nicio scoala sau mai putin de 7 clase
2	Scoala generala (7-8 clase)
3	Primul nivel al liceului (9-10 clase)
4	Scoala profesionala
5	Liceu (12 clase)
6	Studii post-liceale sau colegiu
7	Studii universitare
8	Studii postuniversitare (master, doctorat)
9	Refuz



Nume respondent...../ Telefon.....

Adresa respondent:

E-mail respondent

Data completarii interviului 2023



NUMELE OPERATORULUI DE INTERVIU:
TELEFONUL OPERATORULUI DE INTERVIU:



Interview guide for survey responders, Norway spring 2023

Intervju-guide (ENCHANT)

Si litt om [bakgrunn](#) for prosjektet og undersøkelsen, anonymisering, personopplysnings skjema, etc.

Hva var motivasjonen for å bli med på spørreundersøkelsen?

Hvem fikk du [informasjon om](#) energiportalen/energirådgivning fra (Viken/Naturvernforbundet/Klimasmart)?

Fikk du informasjon på nett, i portalen, fysisk rådgivning, eller digital rådgivning?

Hvilken informasjon eller rådgivning mottok du?

Hva du endret energikonsum-atferd i løpet av det siste året, siden undersøkelsen ble gjennomført?

- Hvilke endringer har du gjort/hvilke tiltak er gjennomført (egen atferd, investeringer og oppgradering)?
- Hva var motivasjonen for å gjennomføre endringene/tiltakene (miljø, penger, etc.)?
- Kan noen av endringene/tiltakene tilskrives informasjonen du fikk i undersøkelsen eller rådgivningen du ble gitt?

Er du villig til å kutte (ytterligere) i eget energiforbruk av klimahensyn?

- Hvis ja - hvilken type forbruk ville du vært villig til å kutte?
- Hvis nei – kan du forklare hvorfor ikke?

Hvilken type energiforbruk er vanskelig/uaktuelt å kutte?

Hva er de største hindrene for deg til å kutte i energiforbruk?

Har du andre kommentarer, til undersøkelsen eller temaet energisparing?

|



Interview guide for academic and user partners, Norway spring 2023

Draft interview guide ENCHANT user partners participation in ENCHANT. NGOs, Energy companies, and municipalities.

- Could you please say a bit about your professional background, and the institution you work for? Could you elaborate regarding your role in the project?
- If you were to explain what ENCHANT is about, or what the project is trying to achieve – how would you do that?
 - What would you say your institution initially hoped to get out of participating in the project?
 - At this point, on what areas would you say the two are coinciding and would you say that the research partners have different aims or interests than user partners? If so – could you elaborate?
- The method used in ENCHANT is referred to as a Randomised controlled trial (RCT), which is a method governed by very strict rules. Did it affect how you communicated with your ‘audience’, and if so, how?
 - How would you rate your level of influence on various steps in the project?
 - In what ways did your interventions resemble work you would/would not otherwise have done?
-
- If you were designing a collaboration between user partners and academic partners, what would you repeat from how things are organised in ENCHANT? Would you do some things differently?
-
- ENCHANT’s academic partners aims to gain insights and new knowledge from the work we are all doing. What would you say is your primary motivation for participating in this project?
 - Relevant to this project, what kind of knowledge is most interesting for you/your company/organization/unit?
 - Did you learn anything that you value so far from participating in the project?
-
- ENCHANT also aims to impact consumption in European households. What do you assume will be the impact of this project on your inhabitants/members/customers?
 - Which other stakeholders will impact from what you have experienced? ([local](#) politicians, industry, others?)
 - How would you design a project to get more impact?
- What would make participating more useful for your institution?
- Will there be a next project?



Draft interview guide ENCHANT academic partners in ENCHANT.

Could you please introduce yourself professionally, and the institution you work for briefly? Could you elaborate a bit on your role in the project?

- Could you briefly explain what ENCHANT is about, or what the project is trying to achieve?
 - What did you hope to get out of participating in the project?
 - At this point, would you say that the research partners have different aims or interests than user partners? If so – could you elaborate?

- The method used in ENCHANT, Randomised controlled trial (RCT), is a method governed by very strict rules and is usually applied in a very controlled environment. How well would you say the method worked in ENCHANT's various settings?
 - How did you explain and discuss the method with the user partners?
 - What was challenging and what went well?
 - To what degree do you "trust" the results academically?

- If you were to design a collaboration project between user partners and academic partners, knowing what you know now - what would you repeat from how things are organised in ENCHANT? Would you do some things differently?
 - What do you think is most valuable from an academic viewpoint with such a collaboration?
 - What is most challenging?

- ENCHANT is designed to produce knowledge about how well different interventions are working, depending on sender, communication channel and receiver.
 - Are there outcomes so far that you expected that you don't see in the project, if yes, what?
 - Are there outcomes you didn't expect that you see in the project, if yes, what?

- ENCHANT is novel in its approach on several areas: close collaboration with user partners, RCT on a massive scale, and a very complex set up, what do you assume will be the academic impact of this project?



team4.energy Energieeffizienzumfrage

Liebe Interessentin, lieber Interessent,

Mit team4.energy möchten wir die Energiewende umsetzen, dafür arbeiten wir auch in nationalen und internationalen Forschungsprojekten mit, um innovative Services und Lösungen zu entwickeln.

Wir würden uns freuen, wenn du uns mit der Teilnahme an dieser Umfrage in einem dieser Projekte - dem im Programm Horizon 2020 abgewickelten Projekt ENCHANT - unterstützt. Mit der Bestätigung "Umfrage starten" stimmst Du zu, dass deine Antworten im Rahmen des Projektes ENCHANT ausgewertet werden können. Die Auswertung erfolgt vollständig anonym und es werden **keine persönlichen Daten** erfasst.

Vielen Dank für Dein Interesse und Deine Mitwirkung!

Das Projekt ENCHANT ist durch das Forschungsprogramm Horizon 2020 der Europäischen Union gefördert unter der Projektnummer No. 957115.

Ausgangslage

Welche der folgenden Technologien hast Du im Haushalt:

- | | | |
|---|--|-------------------------------------|
| <input type="checkbox"/> Photovoltaikanlage | <input type="checkbox"/> E-Auto mit Wallbox | <input type="checkbox"/> E - Boiler |
| <input type="checkbox"/> Wärmepumpe | <input type="checkbox"/> Batteriespeicher
(Stromspeicher) | |

Energiegemeinschaften 1

Haushalte, die mit einer Photovoltaikanlage (PV-Anlage) Strom erzeugen, können sich mit Haushalten, die keinen eigenen Strom erzeugen, zu einer Energiegemeinschaft zusammenschließen. Ziel ist es, den erzeugten Strom gemeinsam zu nutzen. Wenn ein Haushalt z.B. bei Sonnenschein mehr Strom produziert, als er gerade verbraucht, kann er diesen überschüssigen Strom innerhalb der Energiegemeinschaft verkaufen. Somit können auch z.B. Haushalte ohne Photovoltaik-Anlage regionalen, klimaneutralen Strom beziehen.

Wie gut fühlst Du Dich über das Konzept der Energiegemeinschaft informiert?

- | | | |
|--|-----------------------------------|--|
| <input type="checkbox"/> Sehr schlecht | <input type="checkbox"/> Schlecht | <input type="checkbox"/> Mittelmäßig |
| <input type="checkbox"/> Gut | <input type="checkbox"/> Sehr gut | <input type="checkbox"/> Keine Antwort |

Wie wahrscheinlich ist es, dass Du....

	sehr unwahrscheinlich				sehr wahrscheinlich	keine Antwort
...Deinen Freunden und Bekannten empfehlen würden, Teil einer Energiegemeinschaft zu werden?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Energiegemeinschaften 2

Hier siehst Du verschiedene Eigenschaftspaare. Verschiebe den Regler in die Richtung, die Deiner Meinung nach eher auf Energiegemeinschaften zutrifft.

Enter a value between 0 and 100

Energiegemeinschaften sind:

Enter a value between 0 and 100

Energiegemeinschaften sind:

Enter a value between 0 and 100

Energiegemeinschaften sind:

Enter a value between 0 and 100

Energiegemeinschaften sind:

Enter a value between 0 and 100

Energiegemeinschaften sind:

Enter a value between 0 and 100

Energiegemeinschaften sind:

Enter a value between 0 and 100

Energiegemeinschaften sind:

Enter a value between 0 and 100



Energiegemeinschaften 3

Wenn Du an die letzten 3 Monate denkst, wie oft hast Du ...

	nie				immer	keine Antwort
....Dich über Deinen aktuellen Energieverbrauch informiert (Rechnungen verglichen, Energieverbrauch angeschaut etc....)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
....aktiv versucht, Strom zu sparen (z.B. Licht ausschalten, Energie beim Kochen oder Waschen sparen, Standby von Elektrogeräten deaktivieren)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
....aktiv versucht, Haushaltsaktivitäten in Zeiten mit Sonnenschein zu verschieben?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Wenn Du an die Zukunft denkst, wie wahrscheinlich ist es, dass Du

	sehr unwahrscheinlich				sehr wahrscheinlich	keine Antwort
...Deinen Stromverbrauch weiter senken wirst (z.B. durch Investition in effizientere Geräte)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... eine eigene Photovoltaik-Anlage installieren wirst.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... einen eigenen Stromspeicher kaufen wirst.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Möchtest Du uns noch etwas zum Thema Energiegemeinschaften mitteilen?



Energieeffizienz

Wie sehr unterstützen Dich Energiegemeinschaften beim Energiesparen:

gar nicht

sehr

1

2

3

4

5

Wie sehr können Energiegemeinschaften zur Energiewende beitragen:

sehr wenig

sehr viel

1

2

3

4

5

Bei einer Energiegemeinschaft sind Dir folgende Punkte wichtig:

☐ Teil einer Gemeinschaft zu sein

☐ die Möglichkeit zu haben, gemeinsam mehr zu bewirken

☐ die Möglichkeit zu haben, sich mit anderen Teilnehmer:innen auszutauschen

☐ den eigenen Energieverbrauch nachhaltiger zu gestalten

☐ einen finanziellen Vorteil zu haben

Ich spare Energie, weil mir vor allem wichtig ist:

☐ Möglichst viel Geld zu sparen

☐ Möglichst viel für unsere Umwelt zu tun

☐ Möglichst viel zur Gemeinschaft beizutragen

☐ einen nachhaltigen Lebensstil zu haben

☐ Sonstiges (bitte angeben)



Wenn Du das Gefühl hast Energie nicht effizient zu nutzen, denkst Du vor allem an ..

- ☐ finanzielle Mehrkosten
- ☐ die negativen Auswirkungen auf die Umwelt
- ☐ den Einfluss, den dies auf andere haben könnte
- ☐ die Auswirkungen, die dies auf dich persönlich haben könnte



