# MATURITY SCALE CANVAS



Start a group and develop a vision

Develop a project and create a plan

Collect resources and structure an organisation

Maintain and grow the community

COMMUNITY FACTORS

TECHNICAL FACTORS

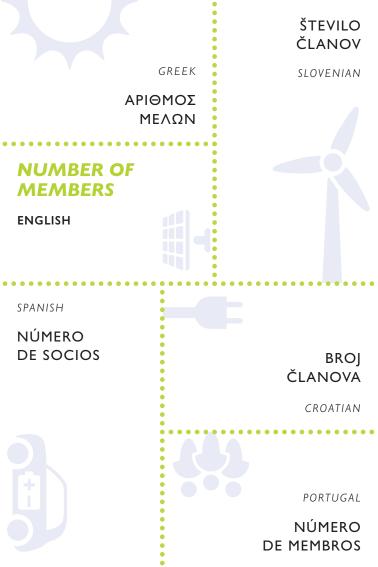
ENVIRONMENTAL FACTORS

#### NUMBER OF MEMBERS

#### A collective of named, committed members ensures the persistence of the EnC.

Retention of original members ensures knowledge management and a shared organizational identity. Rotation of members ensures that new ideas enter the EnC and that the EnC continuously adapts to a changing energy system. New members need to be integrated into decision making procedures and division of responsibilities.





#### NUMBER OF CUSTOMERS / USERS WHO ARE NOT MEMBERS

A community can provide services to its members and / or to the broader community.

This indicators allows to estimate the customer base of the energy community and the typology of service provided.



**ŠTEVILO UPORABNIKOV** GREEK SLOVENIAN ΑΡΙΘΜΟΣ ΧΡΗΣΤΩΝ **NUMBER OF CUSTOMERS**/ **USERS WHO ARE NOT MEMBERS ENGLISH** SPANISH NÚMERO **DE USUARIOS** BROI KORISNIKA CROATIAN

PORTUGAL

NÚMERO DE UTILIZADORES



### DIVERSITY OF MEMBERS

Broad membership by gender, age, and other characteristics of social background reduces risk of political protest from socially excluded groups, and ensures support of the EnC by representatives of various social groups.

However, high diversity may complicate the development of a shared vision, and may reduce efficiency in EnC operations.



**RAZNOLIKOST** ČLANOV GRFFK SLOVENIAN ΠΟΙΚΙΛΟΜΟΡΦΙΑ ΤΩΝ ΜΕΛΩΝ **DIVERSITY OF MEMBERS ENGLISH** SPANISH DIVERSIDAD DE LOS MIEMBROS **RAZNOLIKOST** ČLANOVA CROATIAN PORTUGAL DIVERSIDADE DOS MEMBROS

### QUALITY OF INTERACTION

Inspired by Arnstein's Participation Ladder. Deeper participation leads to stronger commitment of members.

Participatory decisions tend to be better, because they have been scrutinsed and refined from multiple perspectives. Close interaction ensures transparency and that all members carry decisions.



**KAKOVOST INTERAKCIJE** GREEK SLOVENIAN ПОІОТНТА ΑΛΛΗΛΕΠΙΔΡΑΣΗΣ **QUALITY OF** NTERACTION **ENGLISH** SPANISH CALIDAD DE LA INTERACCIÓN **KVALITETA INTERAKCIJE** CROATIAN

PORTUGAL QUALIDADE DA INTERACÇÃO

### SPECIFIC DECISION MAKING RULES

Clear decision making procedures lead to transparency and therefore trust in a EnC.

As new members join the EnC and the EnC's activities evolve, the procedures currently in place should be re-checked whether they are deemed democratic and inclusive by all members, and whether they fit to the current set of activities.



GREEK

ΕΙΔΙΚΟΙ ΚΑΝΟΝΕΣ ΛΗΨΗΣ ΑΠΟΦΑΣΕΩΝ

PRAVILA ZA **ODLOČANJE** 

SLOVENIAN

**POSEBNA** 

SPECIFIC DECISION **MAKING RULES** 

**ENGLISH** 

SPANISH

NORMAS DE DECISIÓN **ESPECÍFICAS** 

PRAVILA ODLUČIVANJA

CROATIAN

PORTUGAL

**POSEBNA** 



REGRAS DE DECISÃO ESPECÍFICAS

## INCLUSIVITY OF THE DECISION MAKING

### Inclusivity and community representativity is crucial for the development of EnCs

In order to implement an inclusive governance, the EnC need to include specific inclusivity rules to correct the existing imbalances in the market.



GREEK

ΣΥΜΜΕΤΟΧΙΚΟΤΗΤΑ ΤΗΣ ΛΗΨΗΣ ΑΠΟΦΑΣΕΩΝ

SODELOVANJE PRI ODLOČANJU

SLOVENIAN

**INCLUSIVITY OF** THE DECISION MAKING

**ENGLISH** 

SPANISH

INCLUSIÓN EN LA TOMA DE **DECISIONES** 

SUDJELOVANJE U DONOŠENJA ODLUKA

CROATIAN

PORTUGAL INCLUSÃO DA

TOMADA DE DECISÃO

#### TRANSPARENCY IN THE DECISION PROCESS

The process of reaching a decision and the democratic dialogue needs to be documented in order to allow for all participants to participate fully in the EnC.



GREEK

ΔΙΑΦΑΝΕΙΑ ΣΤΗ ΔΙΑΔΙΚΑΣΙΑ ΛΗΨΗΣ ΑΠΟΦΑΣΕΩΝ

TRANS-**PARENTNOST V PROCESU** ODLOČANJA SLOVENIAN

#### TRANSPARENCY IN THE DECISION **PROCESS**

**ENGLISH** 

SPANISH

**TRANSPARENCIA** EN EL PROCESO

DE DECISIÓN

TRANSPARENTNOST U PROCESU ODLUČIVANJA

CROATIAN



PORTUGAL

TRANSPARÊNCIA NO PROCESSO DE DECISÃO

#### COMMITMENT OF MEMBERS

After initial excitement and interest, mature EnCs find it increasingly harder to engage their members in regular decision-making.

Continued involvement of members typically manifests in the attendance at general meetings.

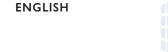


PREDANOST
ČLANOV

GREEK SLOVENIAN

ΔΕΣΜΕΥΣΗ
ΤΩΝ ΜΕΛΩΝ

COMMITMENT
OF MEMBERS





DE LOS MIEMBROS



PREDANOST ČLANOVA

CROATIAN

PORTUGAL

COMPROMISSO

DOS MEMBROS

### EFFICACY OF INTERACTION

Ensures that volunteer workforce drives the EnCs mission forward and is not squandered in internal squabble.

Allows rapid reaction to changes in the energy system.



UČINKOVITOST INTERAKCIJE GREEK SLOVENIAN

ΑΠΟΤΕΛΕΣΜΑΤΙΚΟΤΗΤΑ ΤΗΣ ΑΛΛΗΛΕΠΙΔΡΑΣΗΣ

EFFICACY OF INTERACTION

ENGLISH

SPANISH

EFICACIA DE LA INTERACO

INTERACCIÓN

l

UČINKOVITOST INTERAKCIJE CROATIAN

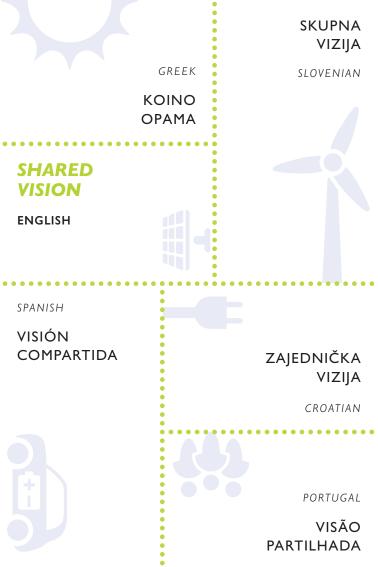
PORTUGAL EFICÁCIA DA INTERACÇÃO

### SHARED VISION

#### An jointly agreed mission ensures cohesion among members.

After an orientation phase, areas of business activity are narrowed and specified to roles in the energy system the EnC can fulfill regularly.





#### NUMBER OF KEY PERSONNEL

EnCs with a single-leadership structure are at high risk of failure, if the single spokesperson drops out for any reason and other members are not prepared to step up

Unclear leadership may incur diffusion of responsibility and lack of ownership for failures. A leadership team puts more diverse expertise (e.g. legal, technical, communication specialists) to use for the EnC; this requires clear assignment of responsibilities and strong cohesion among the team members though.



ŠTEVILO OSEBJA

GREEK SLOVENIAN

APIΘΜΟΣ ΠΡΟΣΩΠΙΚΟΥ

NUMBER OF KEY PERSONNEL

ENGLISH



NÚMERO DE EMPLEADOS

•

BROJ OSOBLJA

CROATIAN

PORTUGAL NÚMERO DE TRABALHADORES

#### DIVERSITY OF KEY PERSONNEL

High diversity provides a differentiated skillset, multiple perspectives and access to networks for the EnC.



ΠΟΙΚΙΛΟΜΟΡΦΙΑ ΤΟΥ ΠΡΟΣΩΠΙΚΟΥ

GREEK

SLOVENIAN

**OSEBJA** 

**RAZNOLIKOST** 

**DIVERSITY OF KEY PERSONNEL** 

**ENGLISH** 

SPANISH

DIVERSIDAD **DEL PERSONAL** 

RAZNOLIKOST **OSOBLJA** CROATIAN

PORTUGAL

**DIVERSIDADE DOS TRABALHADORES** 



### COMMITMENT OF KEY PERSONNEL

Highly committed people are more willing to invest time and resources in order to promote the EnC.

Key personnel act as ambassadors and frontrunners, spreading their commitment to members.



GREEK

SLOVENIAN

**PREDANOST** 

**OSEBJA** 

ΑΦΟΣΙΩΣΗ ΤΟΥ ΠΡΟΣΩΠΙΚΟΥ

**COMMITMENT OF KEY PERSONNEL** 

**ENGLISH** 

SPANISH

COMPROMISO **DEL PERSONAL** 

**PREDANOST OSOBLJA** CROATIAN





PORTUGAL COMPROMISSO DOS

**TRABALHADORES** 

### SKILLS OF KEY PERSONNEL

Internal availability of skills necessary for the management of the EnC reduced dependency on external help and ensures that skills are applied specifically to the EnC's demand.

Skills may include negotiation, communication, accounting, engineering, planning, lobbying, legal knowledge, etc.



VEŠČINE **OSEBJA** GREEK SLOVENIAN ΔΕΞΙΟΤΗΤΕΣ ΤΟΥ ΠΡΟΣΩΠΙΚΟΥ **SKILLS OF KEY** 

**PERSONNEL ENGLISH** 



COMPETENCIAS **DEL PERSONAL** 

SPANISH











PORTUGAL COMPETÊNCIAS DOS **TRABALHADORES** 

VJEŠTINE **OSOBLJA** 

CROATIAN

### COMMUNICATION OF KEY PERSONNEL

Regular coordination of targets, actions and problems ensures a smooth functioning of the EnC.

Informal and unstructured exchange impedes transparency and causes friction loss if information and decisions are distributed in a partial manner.



GREEK

ΕΣΩΤΕΡΙΚΗ ΕΠΙΚΟΙΝΩΝΙΑ ΤΟΥ ΠΡΟΣΩΠΙΚΟΥ KOMUNIKACIJA OSEBJA

**INTERNA** 

SLOVENIAN

#### COMMUNICATION OF KEY PERSONNEL

**ENGLISH** 

SPANISH

COMUNICACIÓN INTERNA DEL PERSONAL

Κι

INTERNA KOMUNIKACIJA OSOBLJA

CROATIAN



COMUNICAÇÃO
INTERNA DOS
TRABALHADORES

### OPERATIONAL MARGIN

High profits from EnC activities indicate a healthy business model and allow to build up assets and capital stock.



**OPERATIVNA** MREŽA GREEK SLOVENIAN ΛΕΙΤΟΥΡΓΙΚΟ ΠΕΡΙΘΩΡΙΟ ΚΕΡΔΟΥΣ **OPERATIONAL MARGIN ENGLISH** 



**OPERATIVO** 

**MARGEN** 







**OPERATIVNA** 

PORTUGAL

MARŽA

CROATIAN

**MARGEM OPERACIONAL** 

### AVAILABLE CAPITAL AND ASSETS

Assets provide financial security for taking out loans or receiving external funding.

In a consolidated business model, upfront investment costs amortize over time.



GREEK ΔΙΑΘΕΣΙΜΑ ΚΕΦΑΛΑΙΑ ΚΑΙ ΠΕΡΙΟΥΣΙΑΚΑ ΣΤΟΙΧΕΙΑ

**AVAILABLE** CAPITAL AND ASSETS

**ENGLISH** 

SPANISH

CAPITAL Y ACTIVOS DISPONIBLES

KAPITAL I IMOVINA

PORTUGAL CAPITAL E ATIVOS DISPONÍVEIS

RASPOLOŽIVI

CROATIAN

RAZPOLOŽLJIVI KAPITAL IN

**SREDSTVA** 

SLOVENIAN

#### CASH FLOW RATIO

Positive cash flow provides enough incoming revenues to pay running expenses.



RAZMERJE
DENARNEGA
TOKA

ΔΕΙΚΤΗΣ
ΤΑΜΕΙΑΚΩΝ ΡΟΩΝ

CASH
FLOW RATIO
ENGLISH

RATIO DE

TESORERÍA

OMJER NOVČANOG TOKA

CROATIAN

PORTUGAL



RÁCIO DE FLUXO FINANCEIRO

# RETURN ON INVESTMENT FOR MEMBERS OF THE INITIATIVE

#### Provides an incentive for continued membership.

When interpreting this indicator, consider payback flows (e.g., reduced energy prices, interest rates) and re-investment of profits.



ΑΠΟΔΟΣΗ ΤΗΣ ΕΠΕΝΔΥΣΗΣ,ΓΙΑ ΤΑ ΜΕΛΗ ΤΗΣ

**RETURN ON INVESTMENT FOR MEMBERS OF** THE INITIATIVE **ENGLISH** 

SPANISH

RENDIMIENTO PARA LOS MIEMBROS DE

LA INICIATIVA

DE LA INVERSIÓN

ΠΡΩΤΟΒΟΥΛΙΑΣ

GREEK

VRNJEN VLOŽEK

ČLANOM **POBUDE** 

SLOVENIAN

POVRAT ULAGANIA 7A ČLANOVE INICIJATIVE

CROATIAN



PORTUGAL RETORNO DO INVESTIMENTO PARA OS MEMBROS DA INICIATIVA

## **ECONOMIC STABILITY**

Similar to landing strip for startup companies, i.e. the timeframe within which sustained revenues must be achieved unless the EnC is at risk of collapse.

Resources include monetary capital, but also volunteer workforce.



**EKONOMSKA STABILNOST** GREEK SLOVENIAN OIKONOMIKH ΣΤΑΘΕΡΟΤΗΤΑ **ECONOMIC STABILITY ENGLISH** 



SPANISH



**ESTABILIDAD ECONÓMICA** 







CROATIAN

**EKONOMSKA STABILNOST** 

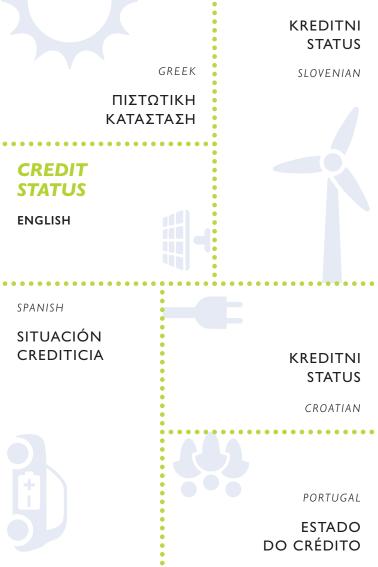
**ESTABILIDADE ECONÓMICA** 

## CREDIT STATUS

Financial ratio that allows to estimate the level of independence of the EnC from external funding institutions, mostly banks

The debt structure indicates how the EnC can finance new/expanded activities without expecting an immediate return on investment.





### RELIANCE ON PUBLIC FUNDING

Financial aids, subsidy programs, investment grants, tax exemptions and similar provide a niche environment protected by market forces where an EnC may develop at significantly smaller financial risk.

As an EnC establishes itself on the market, reliance on public funding should gradually phase out.



GRFFK

ΕΞΑΡΤΗΣΗ

ΑΠΟ ΔΗΜΟΣΙΑ ΧΡΗΜΑΤΟΔΟΤΗΣΗ

NA JAVNO **FINANCIRANJE** 

SLOVENIAN

ZANAŠANJE

**RELIANCE ON PUBLIC FUNDING** 

**ENGLISH** 

SPANISH

**DEPENDENCIA** DE LA

**PÚBLICA** 

**FINANCIACIÓN** 



PORTUGAL

DEPENDÊNCIA DO FINANCIAMENTO **PÚBLICO** 



#### INTEGRATION INTO EXISTING INFRASTRUCTURE

Building an own infrastructure dedicated to the EnC can be very expensive and time-consuming and may incur additional maintenance costs.

Leveraging existing physical assets such as grids, power lines and other technical facilities reduces the overall investment volume for providing EnC services.



GRFFK

ΕΝΣΩΜΑΤΩΣΗ ΣΤΗΝ ΥΦΙΣΤΑΜΕΝΗ ΥΠΟΔΟΜΗ

INTEGRACIJA V OBSTOJEČO INFRA-STRUKTURO SLOVENIAN

#### INTEGRATION **INTO EXISTING INFRASTRUCTURE**

**ENGLISH** 

SPANISH

INTEGRACIÓN EN LA INFRA-**ESTRUCTURA** 

**EXISTENTE** 

INTEGRACIJA U **POSTOJEĆU** INFRASTRUKTURU

CROATIAN

PORTUGAL



INTEGRAÇÃO NA **INFRAESTRUTURAS EXISTENTE** 

#### BUSINESS PLAN EXIST

A clear business plan helps to define milestones, supervise the progress and ensure common visions of members.





#### RELATIONSHIP WITH LOCAL AUTHORITIES

Enables access to expert knowledge, support during critical phases and co-design of the (local) energy system.

Announcement and support by authorities may increase public acceptance.



GRFFK

ΣΧΕΣΗ ΜΕ ΤΙΣ ΤΟΠΙΚΕΣ ΑΡΧΕΣ SLOVENIAN

Z LOKALNIMI **OBLASTMI** 

**ODNOS** 

RELATIONSHIP WITH LOCAL **AUTHORITIES** 

**ENGLISH** 

ODNOS S LOKALNIM **VLASTIMA** 

CROATIAN

RELACIÓN

SPANISH

CON LAS

**AUTORIDADES LOCALES** 

PORTUGAL

RELAÇÃO COM AS **AUTORIDADES LOCAIS** 

## MEMBERSHIP IN LARGER NETWORKS

Integration into external networks (such as chambers, associations, civil society organisations) shows willingness to share knowledge and the amount of support that can be mobilised.

Membership status refers to formal roles held by the EnC organisation or by key personnel.



GREEK

ΜΕΛΗ ΣΕ ΜΕΓΑΛΥΤΕΡΑ ΔΙΚΤΥΑ

**MEMBERSHIP IN LARGER NETWORKS** 

**ENGLISH** 

SPANISH

**PERTENENCIA** A REDES MÁS **AMPLIAS** 

U VEĆIM MREŽAMA

CROATIAN

**ČLANSTVO** 

**ČLANSTVO** V VEČJIH MREŽAH

SLOVENIAN





PORTUGAL

PARTICIPAÇÃO EM REDES MAIORES

#### BUREAUCRATIC BARRIERS

Bureaucratic barriers can strongly slow down the development of EnCs.

Membership status refers to formal roles held by the EnC organisation or by key personnel.



**BIROKRATSKE PREPREKE** GRFFK SLOVENIAN ΓΡΑΦΕΙΟΚΡΑΤΙΚΑ ΕΜΠΟΔΙΑ **BUREAUCRATIC BARRIERS** 



**ENGLISH** 

**BARRERAS BUROCRÁTICAS** 

BIROKRATSKE **PREPREKE** 

CROATIAN



PORTUGAL **BARREIRAS** 

**BUROCRÁTICAS** 

#### SUPPORT BY LOCAL COMMUNITY

Citizens living in the community where the EnC is active are potential members and they may influence local policy-makers to support the EnC.



GREEK

ΥΠΟΣΤΗΡΙΞΗ ΑΠΟ ΤΗΝ ΤΟΠΙΚΗ ΚΟΙΝΟΤΗΤΑ

LOKALNE SKUPNOSTI

SLOVENIAN

**PODPORA** 

**SUPPORT BY** LOCAL COMMUNITY

**ENGLISH** 

**PODRŠKA** LOKALNE ZAJEDNICE

CROATIAN

SPANISH

APOYO DE LA COMUNIDAD LOCAL

PORTUGAL

APOIO DA COMUNIDADE LOCAL

#### NUMBER OF SERVICES PROVIDED

A diversified portfolio is more robust against adverse, unforeseen market developments as well as political/regulational changes.

Multiple services enable an EnC to assume a central role in energy islands.



**OPRAVLJENIH** GRFFK STORITEV ΑΡΙΘΜΟΣ SLOVENIAN ΠΑΡΕΧΟΜΕΝΩΝ ΥΠΗΡΕΣΙΩΝ **NUMBER OF SERVICES PROVIDED ENGLISH** SPANISH NÚMERO DE **SERVICIOS** BROI **PRESTADOS** PRUŽENIH USLUGA CROATIAN PORTUGAL NÚMERO DE SERVIÇOS PRESTADOS

**ŠTEVILO** 

#### RISK REGISTRY

Specifying risks and mitigating/contingent actions enables foresight and early action on upcoming threats.





## DEFECTS IN REGULAR OPERATION

Repeated malfunctions, particularly in the initial trial phase after introducing new technologies or services, impair the provision of value to members and undermine trust from external actors.



GRFFK ΕΛΑΤΤΩΜΑΤΑ

**ΣΤΗΝ ΚΑΝΟΝΙΚΗ** ΛΕΙΤΟΥΡΓΙΑ PRI REDNEM **DELOVANIU** SLOVENIAN

**POMANIKLIVOST** 

**DEFECTS IN REGULAR OPERATION** 

**ENGLISH** 

SPANISH

**DEFECTOS EN EL FUNCIONAMIENTO REGULAR** 

**NEDOSTACI U** REDOVNOM RADU

CROATIAN

PORTUGAL **DEFEITOS NO** 

**FUNCIONAMENTO NORMAL** 

#### MATURITY OF APPLIED TECHNOLOGY

A newly developed technology increases the risk of technical difficulties in implementation or even breakdown, makes it difficult to learn from best-practice examples and to convince local communities and politicians.



GRFFK ΩΡΙΜΟΤΗΤΑ ΤΗΣ ΕΦΑΡΜΟΖΟΜΕΝΗΣ ΤΕΧΝΟΛΟΓΙΑΣ

**MATURITY OF APPLIED TECHNOLOGY** 

**ENGLISH** 

MADUREZ DE LA TECNOLOGÍA **APLICADA** 

SPANISH

**TEHNOLOGIJE** SLOVENIAN

**ZRELOST** 

**UPORABLJENE** 

**ZRELOST PRIMIJENJENE TEHNOLOGIJE** CROATIAN

> PORTUGAL **MATURIDADE**

DA TECNOLOGIA **APLICADA** 

### SCOPE OF VALUE PROPOSITION

Multiple value propositions (financial gain, social prestige, environmental action, etc.) attract and retain more members with selected interests.

Robust if public interest in a particular proposition declines or market demand shifts.



GRFFK ΠΕΔΙΟ ΕΦΑΡΜΟΓΗΣ ΤΗΣ ΠΡΟΤΑΣΗΣ ΑΞΙΑΣ SCOPE OF **VALUE PROPOSITION ENGLISH** SPANISH

**PONUJENE VREDNOSTI** SLOVENIAN

**OBSEG** 

ALCANCE DE LA PROPUESTA

DE VALOR

OPSEG PONUĐENE VRIJEDNOSTI

CROATIAN



PORTUGAL

ÂMBITO DA PROPOSTA DE VALOR

# GROWTH RATE IN ENERGY PRODUCED/ CONSUMED

An agile and competitive EnC maintains or even expands its current market status.



GRFFK ΡΥΘΜΟΣ ΑΥΞΗΣΗΣ ΤΗΣ ΠΑΡΑΓΟΜΕΝΗΣ/ ΚΑΤΑΝΑΛΙΣΚΟΜΕΝΗΣ

ΕΝΕΡΓΕΙΑΣ

**GROWTH RATE IN ENERGY** PRODUCED/

**ENGLISH** 

CONSUMED

SPANISH

ALCANCE DE

LA PROPUESTA DE VALOR

STOPA RASTA PROIZVEADENE/ POTROŠENE ENERGIJE

CROATIAN

**OBSEG** 

**PONUJENE** 

SLOVENIAN

**VREDNOSTI** 



PORTUGAL TAXA DE CRESCIMENTO DA ENERGIA PRODUZIDA/

CONSUMIDA

#### PROPORTION OF ENERGY PRODUCED/ CONSUMED

Overreliance on production makes the EnC dependent on feed-in tariffs and energy price volatility.

Balance between production and consumption signals self-sufficiency in energy islands.



GRFFK

ΠΟΣΟΣΤΟ ΠΑΡΑΓΟΜΕΝΗΣ/

ΚΑΤΑΝΑΛΙΣΚΟΜΕΝΗΣ ΕΝΕΡΓΕΙΑΣ PROIZVEDENE/ **PORABLIENE ENERGIJE** SLOVENIAN

DELEŽ

**PROPORTION OF ENERGY** PRODUCED/ CONSUMED

**ENGLISH** 

SPANISH

**PROPORCIÓN** DE ENERGÍA

PRODUCIDA/ CONSUMIDA

UDIO PROIZVEDENE/ POTROŠENE ENERGIJE

CROATIAN

PORTUGAL PROPORÇÃO DA ENERGIA PRODUZIDA /CONSUMIDA

#### NUMBER OF EMPLOYEES

Hiring employees indicates the presence of a steady stream of revenues and the dedication to build up organisational economic structures.

Employees provide readily available expertise.



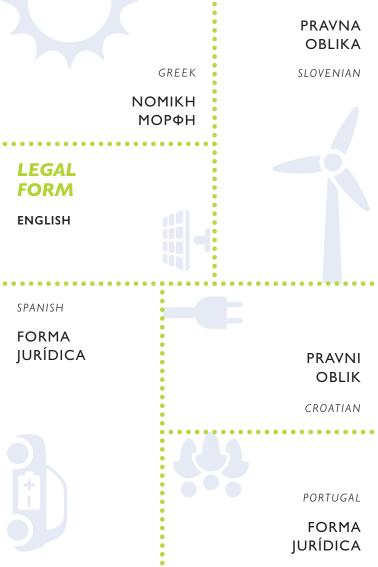
**ŠTEVILO** ZAPOSLENIH GREEK SLOVENIAN ΑΡΙΘΜΟΣ ΕΡΓΑΖΟΜΕΝΩΝ **NUMBER OF EMPLOYEES ENGLISH** SPANISH NÚMERO DE **EMPLEADOS** BRO ZAPOSLENIH CROATIAN PORTUGAL NÚMERO DE

**TRABALHADORES** 

#### LEGAL FORM

Formal contractual capability enables access to market services and facilitates collaboration with external actors.





#### LICENCE OR PERMIT

In order to perform any energy service, licences and permits are necessary to procure at the regulation authorities.

This award of permit or licence is the sinequanon condition of the performance of the service.





## SUPPORT BY EXTERNAL EXPERTS

Enables access to expert knowledge, support during critical phases and co-design of the (local) energy system.

External actors comprise energy utilities and grid operators, local to national governments, environmental NGOs, civil society, etc.



ΥΠΟΣΤΗΡΙΞΗ

ΑΠΟ ΕΞΩΤΕΡΙΚΟΥΣ ΕΜΠΕΙΡΟΓΝΩΜΟΝΕΣ

STROKOVNIAKOV SLOVENIAN

**PODPORA** ZUNANJIH

**SUPPORT BY EXTERNAL EXPERTS** 

**ENGLISH** 

SPANISH

APOYO DE **EXPERTOS EXTERNOS** 

PODRŠKA VANJSKIH STRUČNJAKA

CROATIAN

PORTUGAL

APOIO DE PERITOS **EXTERNOS** 

#### LEARNING THROUGH MATERIALS

Learning is an important aspect to avoid mistakes.

EnCs who learn from others have a clear advantage.



GREEK

ΜΑΘΗΣΗ ΜΕΣΩ ΥΛΙΚΩΝ SKOZI GRADIVO

SLOVENIAN

UČENJE

**LEARNING THROUGH MATERIALS** 

**ENGLISH** 

SPANISH

**APRENDIZAJE** A TRAVÉS DE LOS MATERIALES

UČENJE KROZ **MATERIJALE** 

CROATIAN



PORTUGAL

**APRENDIZAGEM** ATRAVÉS DE MATERIAIS

#### MEMBERS FEEDBACK MECHANISMS

Successful development of niche innovations requires to reflect on and incorporate the expectations of members.

Feedback may be given orally or in written form, through informal or institutionalized channels; in any case, it should be stated how remarks are received, assessed and acted upon.



ΜΗΧΑΝΙΣΜΟΙ ΑΝΑΔΡΑΣΗΣ ΤΩΝ ΜΕΛΩΝ

**MEHANIZMI** ZA POVRATNE **INFORMACIJE** ČLANOV

SLOVENIAN

**MEMBERS FEEDBACK MECHANISMS** 

**ENGLISH** 

SPANISH

**MECANISMOS** DE RETRO-**ALIMENTACIÓN** DE LOS

**MIEMBROS** 

MEHANIZMI POVRATNIH

INFORMACIJA ČLANOVA

CROATIAN





PORTUGAL

MECANISMOS DE REAÇÃO DOS MEMBROS

#### KNOWLEDGE MANAGEMENT WITHIN KEY PERSONNEL

Learning from each other ensures that skills are built up and experiences enter EnC procedures.

Retaining knowledge if key personnel leave the EnC. Training key personnel in taking over other duties or in substituting for other personnel who withdraw temporarily.



ΜΗΧΑΝΙΣΜΟΙ ΑΝΑΔΡΑΣΗΣ ΤΩΝ ΜΕΛΩΝ ZA POVRATNE INFORMACIJE ČI ANOV SLOVENIAN

**MEHANIZMI** 

KNOWLEDGE MANAGEMENT WITHIN KEY **PERSONNEL** 

**ENGLISH** 

SPANISH

**MECANISMOS** DE RETRO-**ALIMENTACIÓN** DE LOS

**UPRAVLJANJE** ZNANJEM UNUTAR ključnog osoblja

CROATIAN

**MIEMBROS** 

PORTUGAL

GESTÃO DO CONHECIMENTO **DENTRO DO** PESSOAL-CHAVE

#### COACHING OF MEMBERS BY KEY PERSONNEL

The energy community is a mechanism for empowerement of consumers.

Many energy communities implements mechanisms to inform, train and engage members of the community. The capacity of the community to engage its members is a key component of performance and growth of the energy community.



ΚΑΘΟΔΗΓΗΣΗ ΤΩΝ ΜΕΛΩΝ ΑΠΟ ΤΟ ΒΑΣΙΚΟ ΠΡΟΣΩΠΙΚΟ

ČLANOV S STRANI KLJUČNEGA **OSEBIA** SLOVENIAN

**USPOSABLJANJE** 

COACHING OF MEMBERS BY KEY **PERSONNEL** 

**ENGLISH** 

SPANISH

**ENTRENAMIENTO** DE LOS **MIEMBROS** 

POR PARTE DEL

PERSONAL CLAVE

ČI ANOVA OD STRANE

ključnog osoblja

**OBUKA** 

CROATIAN



PORTUGAL

**FORMAÇÃO** DOSMEMBROS PELO PESSOAL-CHAVE

# REPRESENTING TO OTHERS OUTSIDE THE ENERGY INITIATIVE

Willingness and capacity to explain and promote the EnC to non-members.



GREEK

ΕΚΠΡΟΣΩΠΗΣΗ ΣΕ ΑΛΛΟΥΣ ΕΚΤΟΣ ΤΟΥ **ENEPFEIAKOY** ΕΓΧΕΙΡΗΜΑΤΟΣ ZAVZEMANJE ZA DRUGE ZUNAI **ENERGETSKE** INICIATIVE SLOVENIAN

REPRESENTING TO **OTHERS OUTSIDE** THE ENERGY INITIATIVE

**ENGLISH** 

SPANISH

REPRESENTACIÓN A OTROS

FUERA DE LA

INICIATIVA

**ENERGÉTICA** 

ZASTUPANJE DRUGIMA IZVAN ENERGETSKE INICIJATIVE

CROATIAN



PORTUGAL

REPRESENTAÇÃO PARA **OUTROS FORA DA** INICIATIVA ENERGÉTICA

# TRANSFER TO OTHER ENERGY COMMUNITIES

Mature, robust business models are adaptable to various contexts.

Key personnel of the energy initative diffuse their knowledge to other, less mature EnCs.



ΜΕΤΑΦΟΡΑ ΣΕ

ΑΛΛΕΣ ΕΝΕΡΓΕΙΑΚΕΣ

KOINOTHTES

**SKUPNOSTI** 

SLOVENIAN

**ENERGETSKE** 

**PRENOS V DRUGE** 

TRANSFER TO **OTHER ENERGY** COMMUNITIES

**ENGLISH** 

SPANISH

**TRANSFERENCIA** A OTRAS

COMUNIDADES

**ENERGÉTICAS** 

PRIJENOS NA DRUGE **ENERGETSKE ZAJEDNICE** 

CROATIAN

PORTUGAL

TRANSFERÊNCIA PARA OUTRAS **COMUNIDADES ENERGÉTICAS** 

## REFINING THE SHARED VISION

Existing members communicate the core values and the mission of the Energy initiative to new members.

This encourages existing members to question presuppositions, and allows new members to introduce new perspectives.



GREEK

ΤΕΛΕΙΟΠΟΙΩΝΤΑΣ TO KOINO OPAMA

**REFINING THE** SHARED VISION

**ENGLISH** 

SPANISH

PERFECCIONA-MIENTO DE LA VISIÓN

COMPARTIDA

PORTUGAL

REFINAR A VISÃO PARTILHADA

**RAFINIRANJE** 

CROATIAN

ZAJEDNIČKE VIZIJE

IZBOLJŠANJE SKUPNE VIZIJE

SLOVENIAN

