

IEBB Theme 2: Insights into Renovation Processes and Use (not Decisions)

IEBB symposium 19 NOV 2024
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IEBB Theme 2: Insights into Renovation Processes and Use (not Decisions)

Goal:

- new data insights and tools
- to guarantee performance of energy- and indoor climate systems

Activities:

- Modelling
- Monitoring
- Propose user-centred design

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Activities:

- Modelling
- **Monitoring**
- **Propose user-centred design**

Are current renovations not user-centred?

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Previous research:

- wrong use
- bad installation
- more monitoring needed

In-depth monitoring of 16 renovated dwellings

In-depth monitoring of 16 renovated dwellings:

Results: residents' 'wrong' use is reasoned and normal.

Residents open windows because

- residents are too warm – **discomfort**
- residents do not **trust** their ventilation systems
- residents are **bothered** by noise from their ventilation systems

Effect:

Energy performance and indoor air quality is not always good enough.

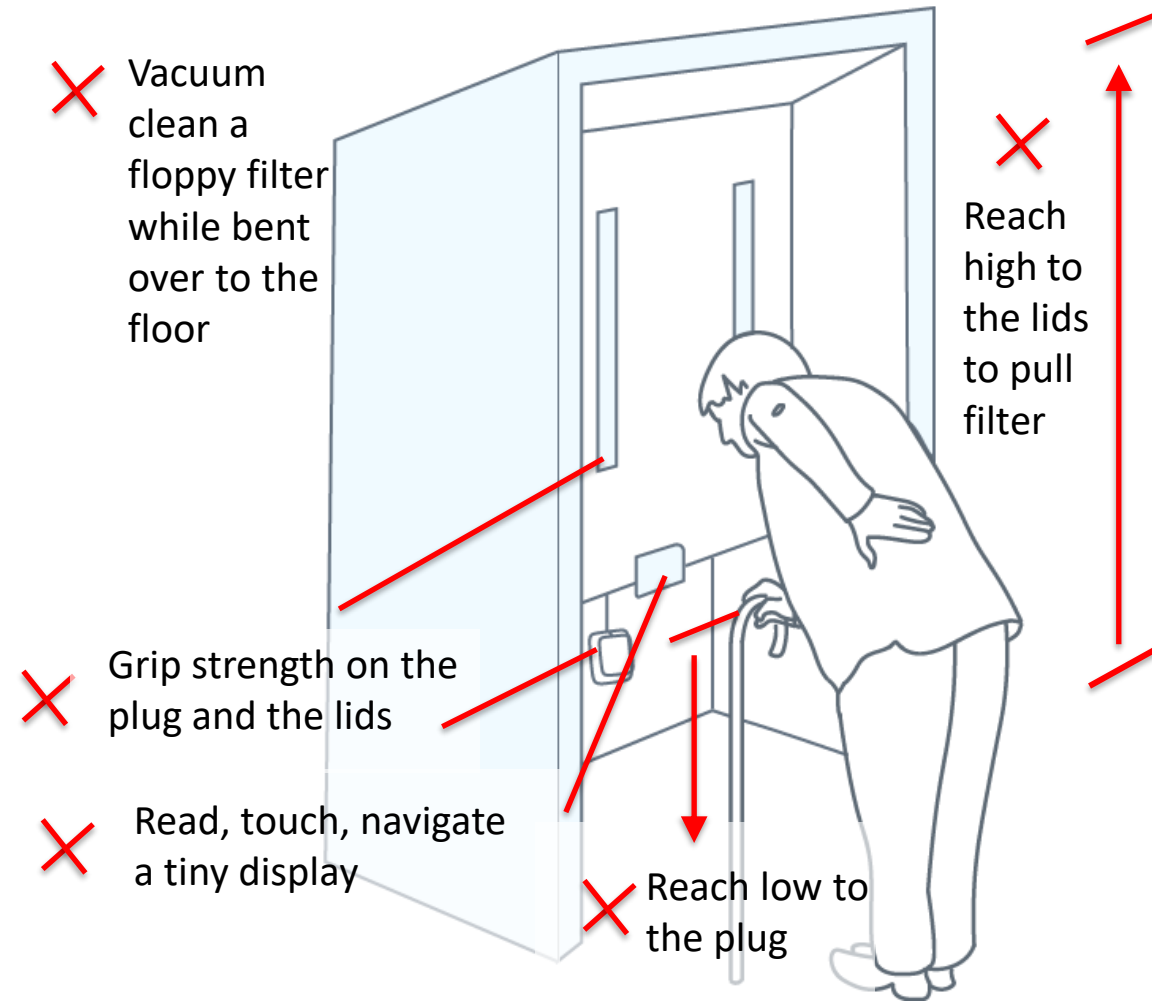
In-depth monitoring of 16 renovated dwellings:
Results: residents' 'wrong' use is reasoned and normal.

Residents do not use and maintain their home systems well because

- Systems are often very **difficult to use**
- Systems are often **not made for residents**

Effect:

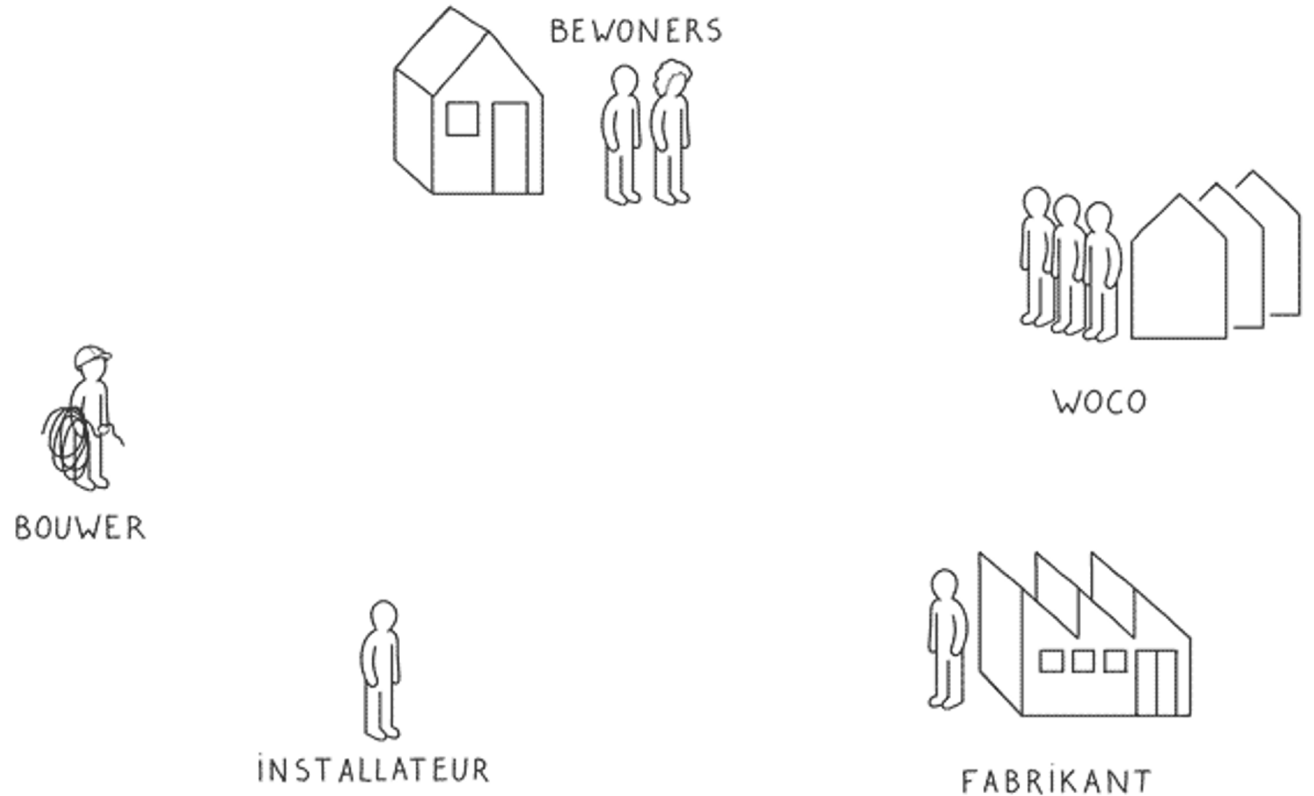
Energy performance and Indoor air quality is not always good enough.



Why these problems?

Why these problems?

- Lack of user-centred design
- Lack of feedback loop in renovation processes



User-centred design of residential energy renovated buildings

- User-centred methods adapted to renovation process. Please also see report shortly on IEBC website. New developments: more-than-human design methods
- It requires system change in the building chain
 - **Designs** should be approached from user perspective
 - **Communication** on a level with residents – also facilitate bottom-up
 - **Process** more iterative
- Also needs addressing: accessibility of buildings (-> new norm NEN 9120)

www.tudelft.nl/en/tu-delft-urban-energy/research/projects/iebb

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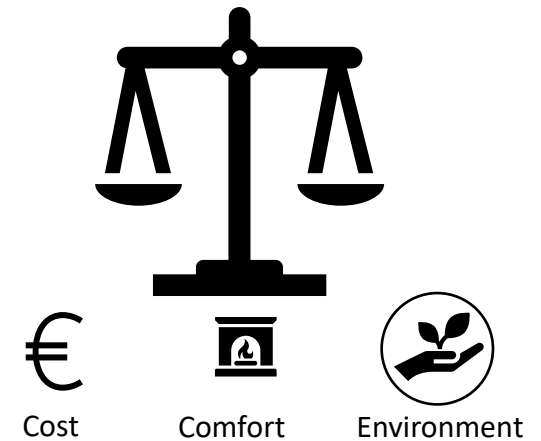
Co-creative spaces for energy transition in communities: co-creation games + digital behavioural twins

Ioulia Ossokina – Urban Energy Symposium 2024 – 19/11/2024 Delft

Millions of dwellings need to become more sustainable

Often, people have to decide together (VVE, neighbourhood, complex).

How to find best solutions when individuals differ in their preferences for environment, costs, comfort?



Co-creative spaces for energy transition in communities:

Based on projects with: Theo Arentze, Julia Kaltenegger, Taanis Karigar, Stephan Kerperien, Pieter Pauwels and others

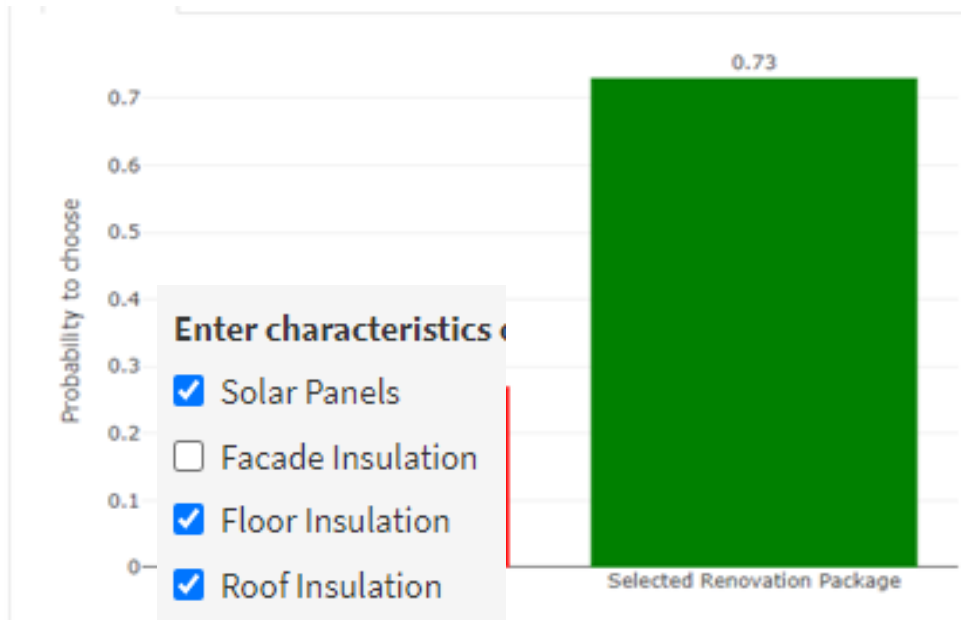
A co-creation game

- Which elements of home upgrades are most important for people?
- How does this differ per group?

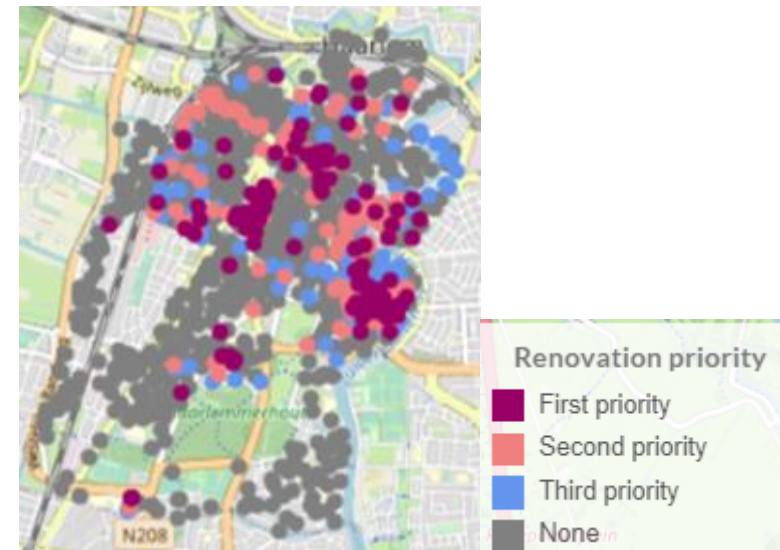
Digital behaviour twin

- Mimics choice behaviour of individuals
- Predicts % support, helps prioritize

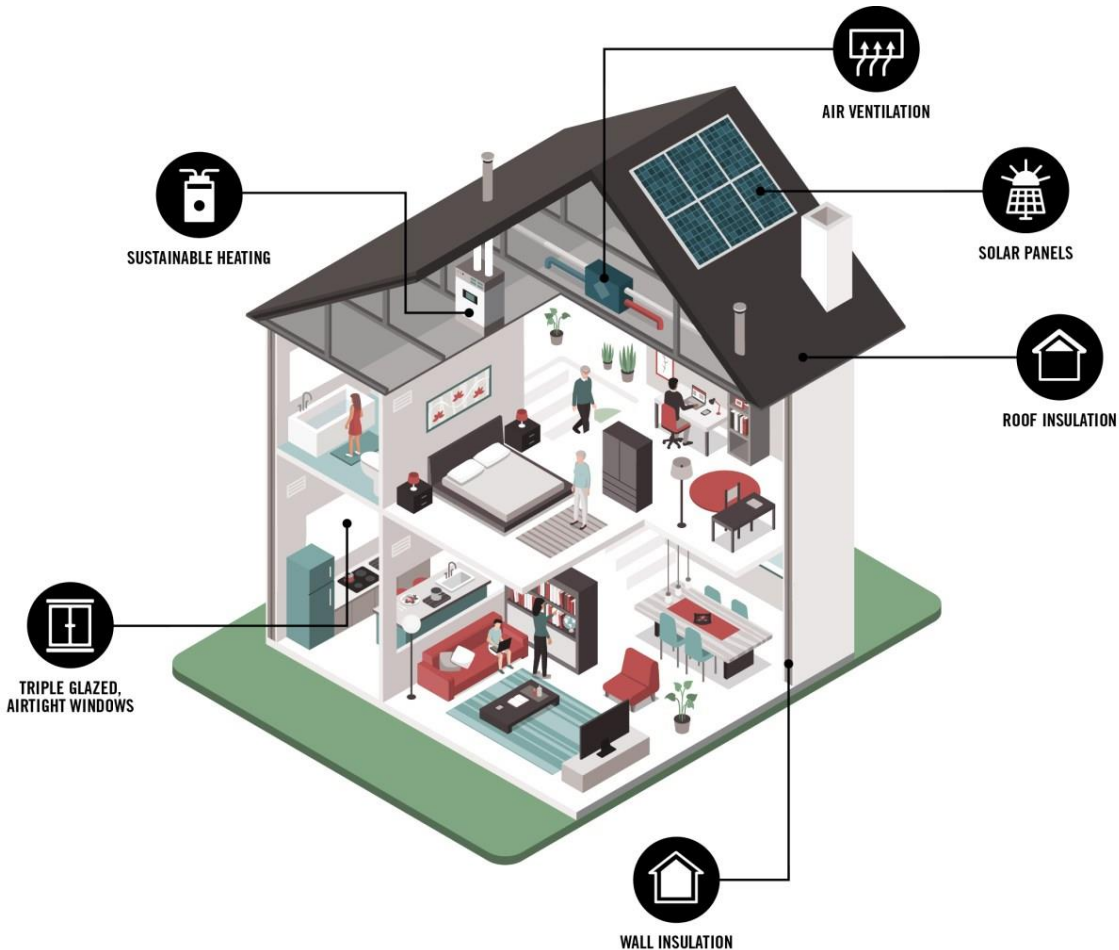
Predicts support for different home upgrades



Helps prioritize renovations



Economics: people choose for home upgrade if this increases utility



Comfort
Environment



Utility



Nuisance
Costs









$$Utility_{hi} = c * comfort_h + m * environment_h - k * cost_h - o * nuisance_h + \epsilon_{ih}$$

$$Utility_{upgrade} > Utility_{no.upgrade} \rightarrow DO IT!$$

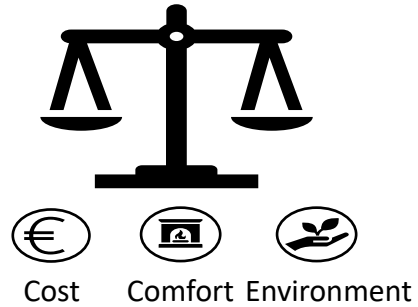
But what are the weights of different attributes (comfort, environment, cost)?

→ Discover with a GAME-OF-CHOICE

Example: trade-offs and compromises in energy collectives

	Package 1		Package 2		
Wall + Roof	M1-EPS (cavity)	M2-Glass Wool (cavity)	M1-Glass Wool (roles)	M2-Rock Wool (plates)	M3-Wood Fibre-(plates)
					
Installation method	Injection	Injection	Second layer inside	Second layer inside	Second layer inside
Rc-Value (Wall, Roof)	1.7, 2.5	1.7, 2.5	4.0, 6.5	4.0, 6.5	4.0, 6.5
Thickness (Wall, Roof)	6 cm, 8 cm	6 cm, 9 cm	14 cm, 22 cm	14 cm, 23 cm	15 cm, 25 cm
Energy bill saving (€/a)	235.44	235.44	358.28	358.28	358.28
Investment Cost (IC)	€ 2,693.32	€ 2,626.65	€ 2,901.16	€ 3,435.29	€ 3,730.06
Financial Payback time (FPT)	14 years	14 years	10 years	12 years	13 years
CO2 footprint in manufacturing	1,348.94 kgCO2eq	249 kgCO2eq	1,349.77 kgCO2eq	1,774.32 kgCO2eq	1,028.61 kgCO2eq
CO2 payback time (CPT)	2.9 years	0.5 years	1.9 years	2.5 years	1.4 years
Street noise reduction	25%	50%	50%	50%	>50%
Humidity regul.	NO	NO	NO	NO	YES
Life expectancy	75yr	50yr	50yr	50yr	40yr
Fire resistance	Flashover before 2 min (E)	No flashover (A)	No flashover (A)	No flashover (A)	Flashover after 10min (C/D)

Game-of-choice (stated choice experiment)



Attributes	Package 1	Package 2	None of these
In which way will insulation be installed?	Insulation injected inside the cavity wall.	False wall inside (6cm thick) with insulation plates behind it.	
What will it cost me to insulate my house?	3500 euro	2500 euro	
What are the energy savings?	500 euro yearly	500 euro yearly	
What are the yearly CO2 savings?	800 kg (equal to planting 40 trees)	800 kg (equal to planting 40 trees)	
Does insulation reduce street noise?	Yes 25% less noise than now	Yes 50% less noise than now	
Is there a comfort improvement in house?	No only energy saving	No only energy saving	
Your choice	<input type="button" value="Choose"/>	<input type="button" value="Choose"/>	<input type="button" value="Choose"/>

Digital behavioural twin predicts support and shows trade-offs

Make a choice: insulation

Predict the support for a package

Attributes	Package	Valuation (thousand euro)
In which way will insulation be installed?	Insulation injected inside the cavity wall	0
What will it cost me to insulate my house?	2500 euro	0
What are the energy savings?	300 euro yearly	0
What are the yearly CO2 savings?	400 kg (equal to planting 20 trees)	0
Does insulation reduce street noise?	Yes 25% less noise than now	0
Is there a comfort improvement in house?	No only energy saving	0
Market share	69.85%	

UTILITY



Digital behavioural twin predicts support and shows trade-offs

Make a choice: insulation

Predict the support for a package

Attributes	Package	Valuation (thousand euro)
In which way will insulation be installed?	False wall inside (6cm thick) with insulation plates behind it	-5
What will it cost me to insulate my house?	2500 euro	0
What are the energy savings?	300 euro yearly	0
What are the yearly CO2 savings?	400 kg (equal to planting 20 trees)	0
Does insulation reduce street noise?	Yes 25% less noise than now	0
Is there a comfort improvement in house?	No only energy saving	0
Market share	43.05%	

UTILITY

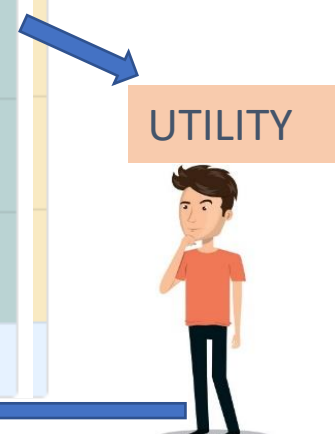


Digital behavioural twin predicts support and shows trade-offs

Make a choice: insulation

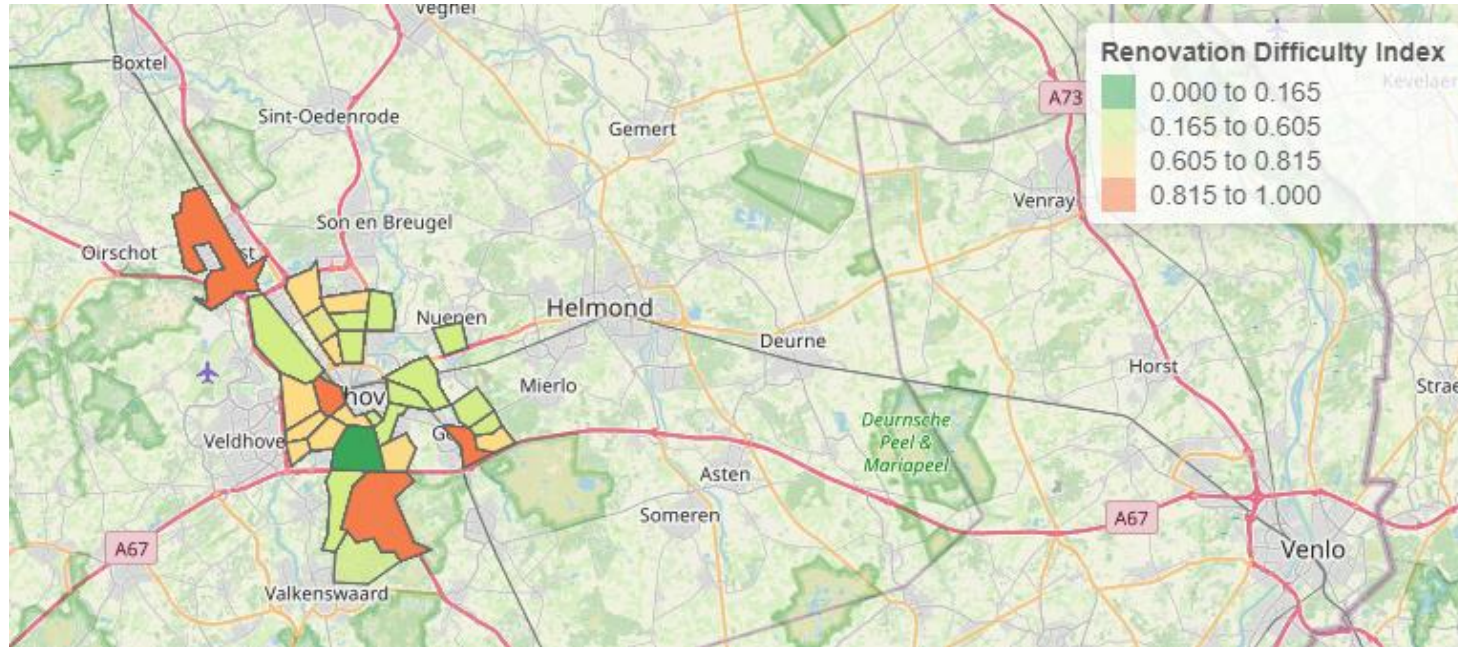
Predict the support for a package

Attributes	Package	Valuation (thousand euro)
In which way will insulation be installed?	False wall inside (6cm thick) with insulation plates behind it	-5
What will it cost me to insulate my house?	2500 euro	0
What are the energy savings?	500 euro yearly	2
What are the yearly CO2 savings?	800 kg (equal to planting 40 trees)	2
Does insulation reduce street noise?	Yes 50% less noise than now	1
Is there a comfort improvement in house?	Yes draught disappears	2
Market share	78.07%	



The table displays the predicted support for an insulation package, showing various attributes and their valuations. The 'Market share' is highlighted as 78.07%. A person is shown thinking, with an arrow pointing to a box labeled 'UTILITY' and another arrow pointing to the 'Market share' cell in the table.

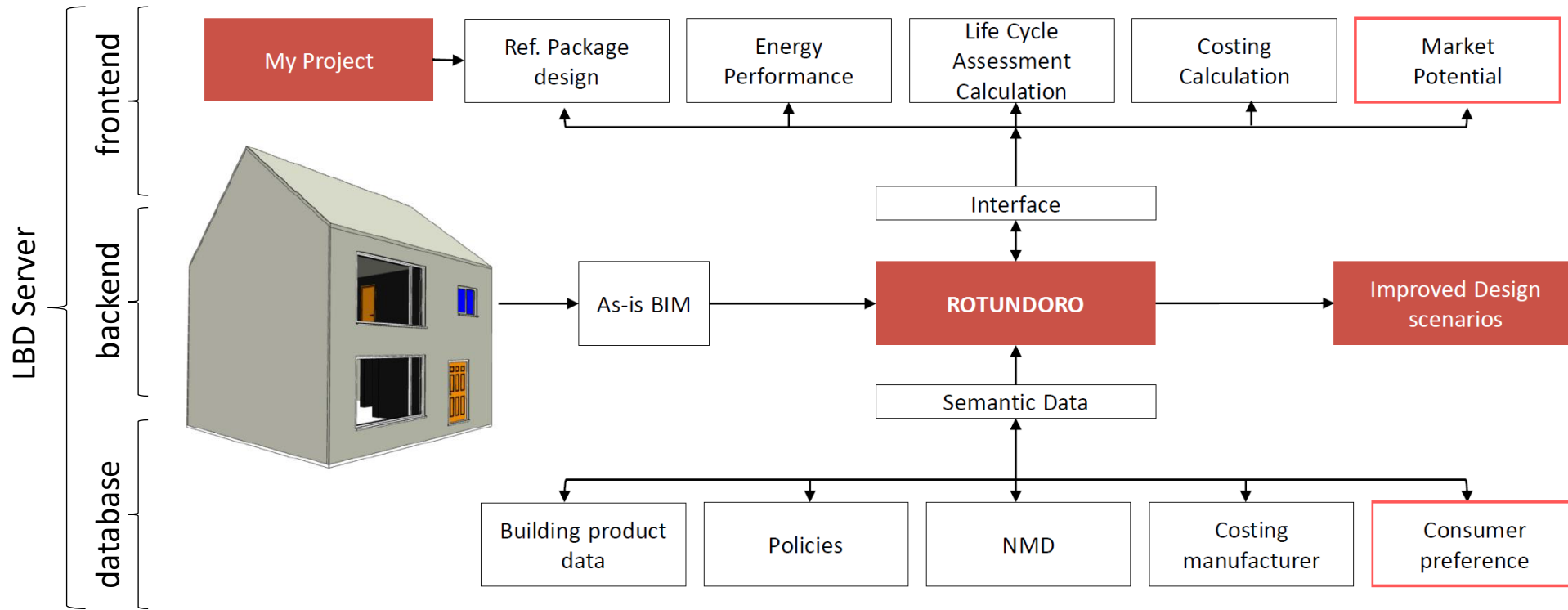
Digital behavioural twin helps prioritize renovations, early in process



Kritisch tegenover renovatie <-



Digital behavioural twin and BIM: Rotundoro

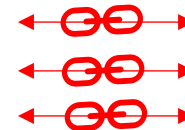


Utility

Important: do not forget to express effects as user experiences

Technical

Roof insulation
Façade insulation
Floor insulation



Solar panels



User experience

No draught in attic
Warm feet

Green energy



Summary and next steps; check www.bel-tue.nl

5+ co-creative spaces for partners; 2000+ deelnemers



1) Co-creative space helps:

- Track trade-offs and compromises in an early stage
- Make best home upgrades for communities
- Distinguish segments and prioritize policy
- Test ideas.

2) Important: Talk to residents in terms of user experience. Use visuals.

Next step: PONG Phasing Out Natural Gas
- Including eXtended Reality



Trigger my motivation and remove my barrier

Latent class analyses of homeowners' perception of home energy retrofit

Dr. Queena K. Qian
Associate Professor

Behaviour and Governance in Sustainable Transition
Management in the Built Environment Department
TU Delft / Faculty of Architecture and The Built Environment

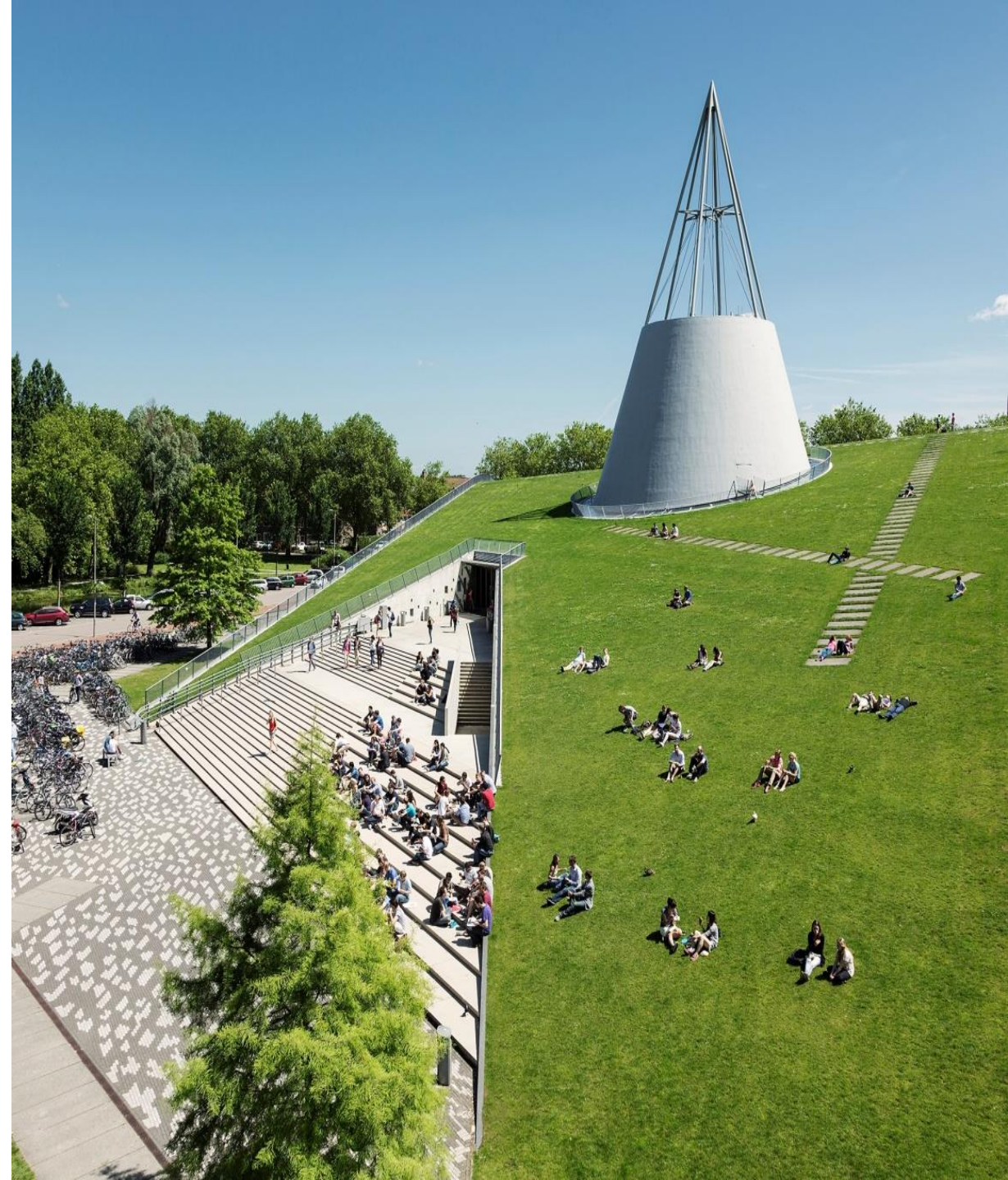
Urban Energy Institute Symposium, 19 Nov, 2024, Delft

Shutong He¹, [Queena K. Qian](#)¹, Jarry T. Porsius²

¹ Delft University of Technology, the Netherlands

² PBL Netherlands Environmental Assessment Agency, the Netherlands

Submitted to Energy Research & Social Science





Informational



Technical



Financial



Informational



Technical



Financial

Check je isolatie

Leestijd: 2 minuten

Advies op maat

Isolatie-zelfscan

Zijn je dak en vloer geïsoleerd, en welk glas zit er in de ramen? Met de praktische uitleg van de zelfscan, een aansteker en meetlint ontdek je het zelf. Aan de slag!

[Naar de zelfscan](#) →



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- ✓ En vragen offertes voor je aan
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[Doe hier de GRATIS woningscan!](#)

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gemeente Rotterdam



Informational



Technical



Financial

10 jaar Duurzaam Den Haag

MENU

HULP VAN EEN ENERGIECOACH

Meld je aan voor een gratis energiecoachgesprek of dakgesprek met een coach uit jouw buurt. We nemen contact met je op om een afspraak te maken.

Wat doet een energiecoach? | Eerste Hulp Bij Energie Besparen | Duurzaam Den Haag

Copy link

Wat doet een energiecoach?

Duurzaam Den Haag

Watch on YouTube

Duurzaam Den Haag



Informational



Technical



Financial

The screenshot shows the Rijksoverheid website page for ISDE subsidies. At the top right, there is a 'Mijn RVO' button and the logo for 'Rijksdienst voor Ondernemend Nederland'. The navigation menu includes 'Home', 'Onderwerpen', 'Subsidie- en financieringswijzer', 'Over ons', and 'Contact'. A search bar with the text 'Zoeken' is also present. The breadcrumb trail reads: 'Home / Investeringssubsidie duurzame energie en energiebesparing (ISDE) / ISDE: Subsidie voor verduurzaming van uw woning'. A green status bar indicates 'Open voor aanvragen'. The main heading is 'ISDE: Subsidie voor verduurzaming van uw woning', with publication and update dates: 'Gepubliceerd op: 30 juni 2017' and 'Laatst gecontroleerd op: 3 november 2023'. A 'Deel' button is visible. The text describes the subsidy: 'Gebruik de Investeringssubsidie duurzame energie en energiebesparing (ISDE) om uw woning te verduurzamen. Zo vraagt u geld terug nadat u een (hybride) warmtepomp, zonneboiler of elektrische kookvoorziening laat installeren. Of nadat u uw woning isoleert of deze aansluit op een warmtenet. Ruim 160.000 woningeigenaren hebben dit jaar ISDE aangevraagd.' A blue button labeled 'ISDE direct aanvragen' is provided. The footer of the page includes the 'Nationaal Warmtefonds' logo and navigation links for 'Particulieren', 'VvE's', 'Veelgestelde vragen', and 'Over ons'. The main content area has a light blue background with the heading 'Groen licht voor jouw verduurzaming' and a large title 'Energiebespaarlening'. The text explains: 'De Energiebespaarlening is een aantrekkelijke lening waarmee eigenaar-bewoners energiebesparende investeringen voor hun eigen woning kunnen financieren. Het Warmtefonds wil het mogelijk maken dat iedere eigenaar-bewoner de eigen woning kan verduurzamen. Daarom komen ook huizenbezitters die ouder zijn dan 75 jaar of onvoldoende leenruimte hebben mogelijk in aanmerking voor deze lening.'



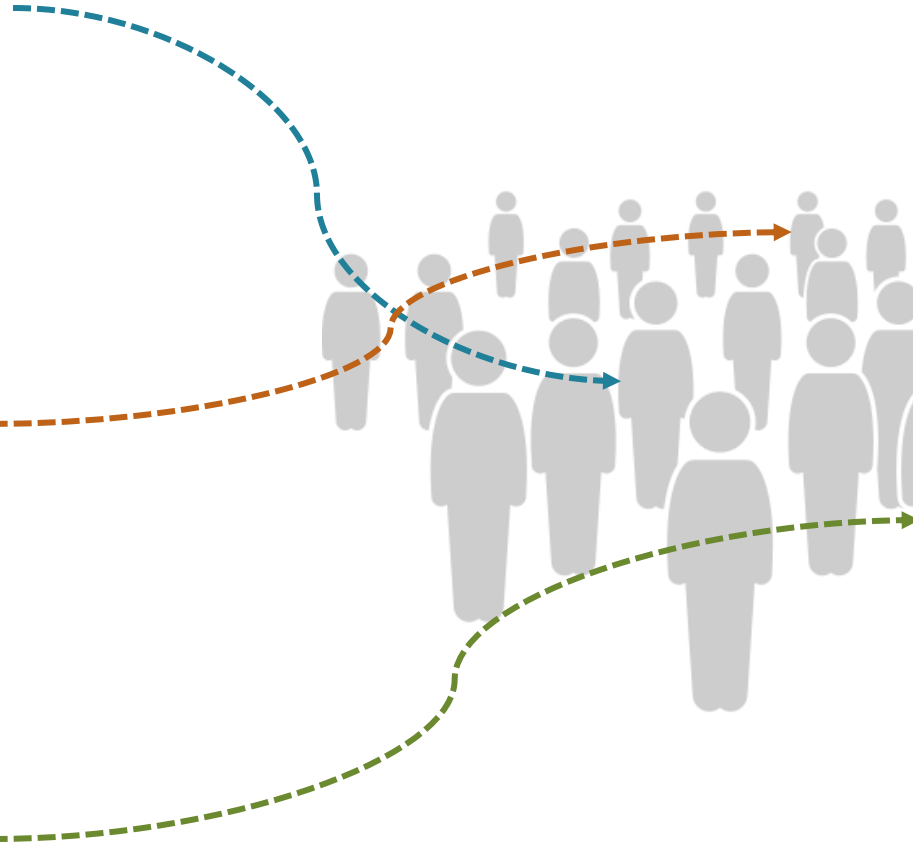
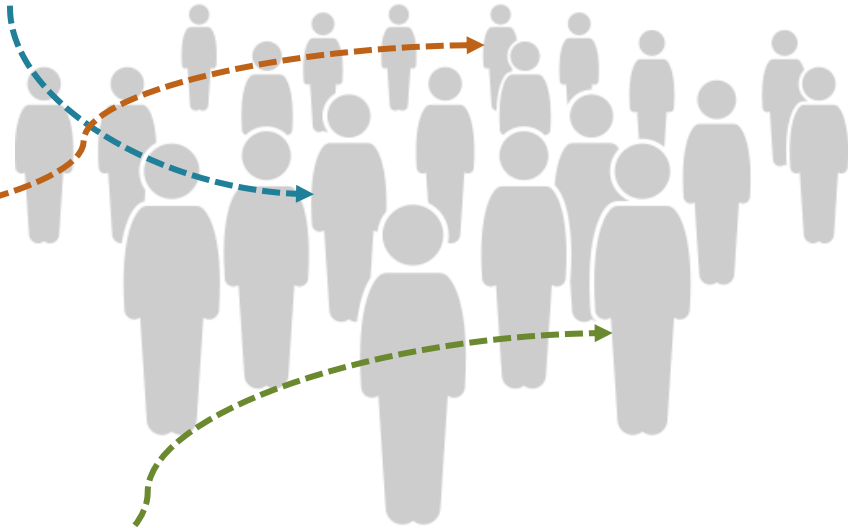
Information



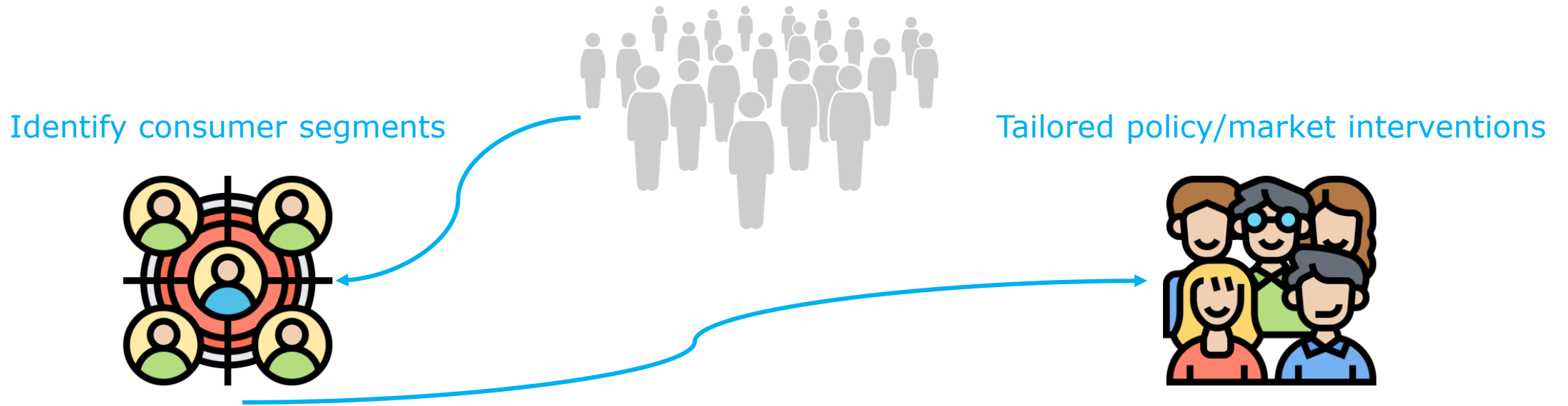
Technical



Financial

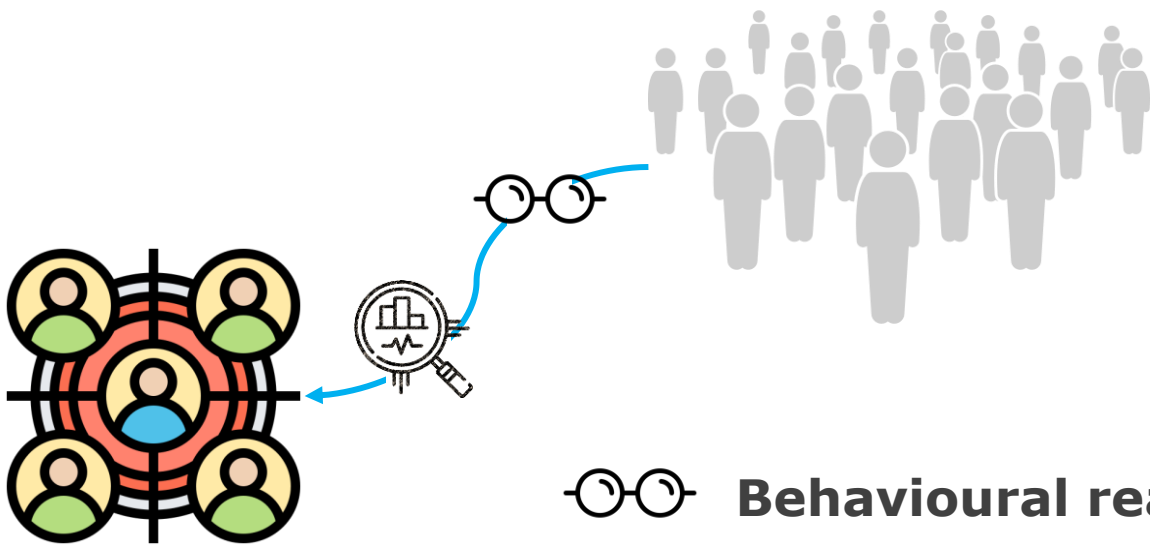


Our approach



- Segmentation according to perceived motivations and barriers.
- A sample of experienced Dutch homeowners (N=1011).
- Latent Class Analysis (LCA) – a person-oriented analysis discovering probabilities of class membership.

- Identify typical characteristics of consumer segments.
- Propose policy and marketing interventions for potential consumers, based on
 - socio-demographic characteristics
 - behavioural reasoning
 - behavioural patterns



Behavioural reasoning theory

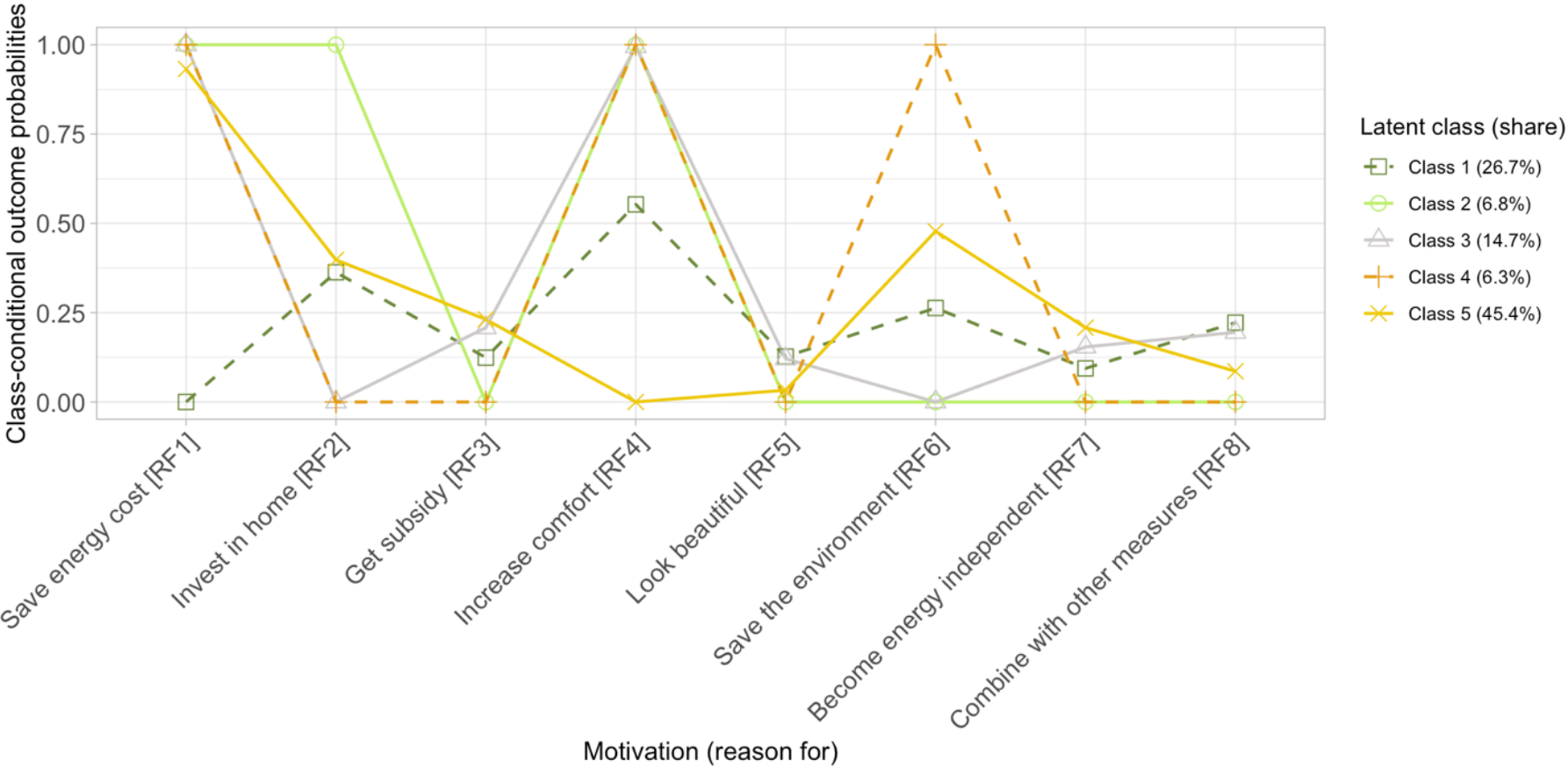
Reasons for and reasons against adopting innovations differ qualitatively, and they influence consumers' decisions in dissimilar ways (Westaby, 2005).



Latent Class Analysis

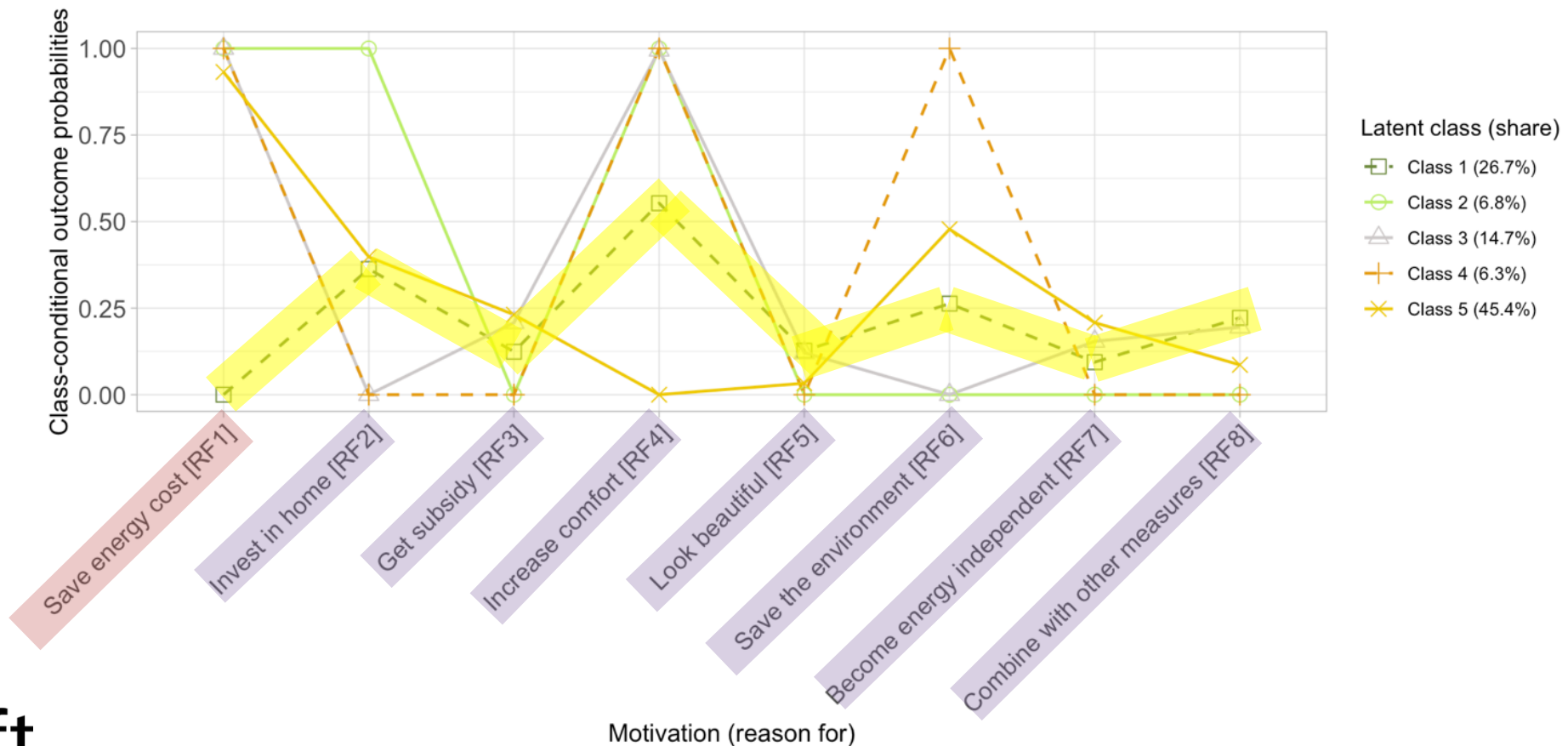
A statistical method used to identify unobserved subgroups in a population with a chosen set of indicators. (Nylund-Gibson & Choi, 2018).

5 segments were identified for motivations



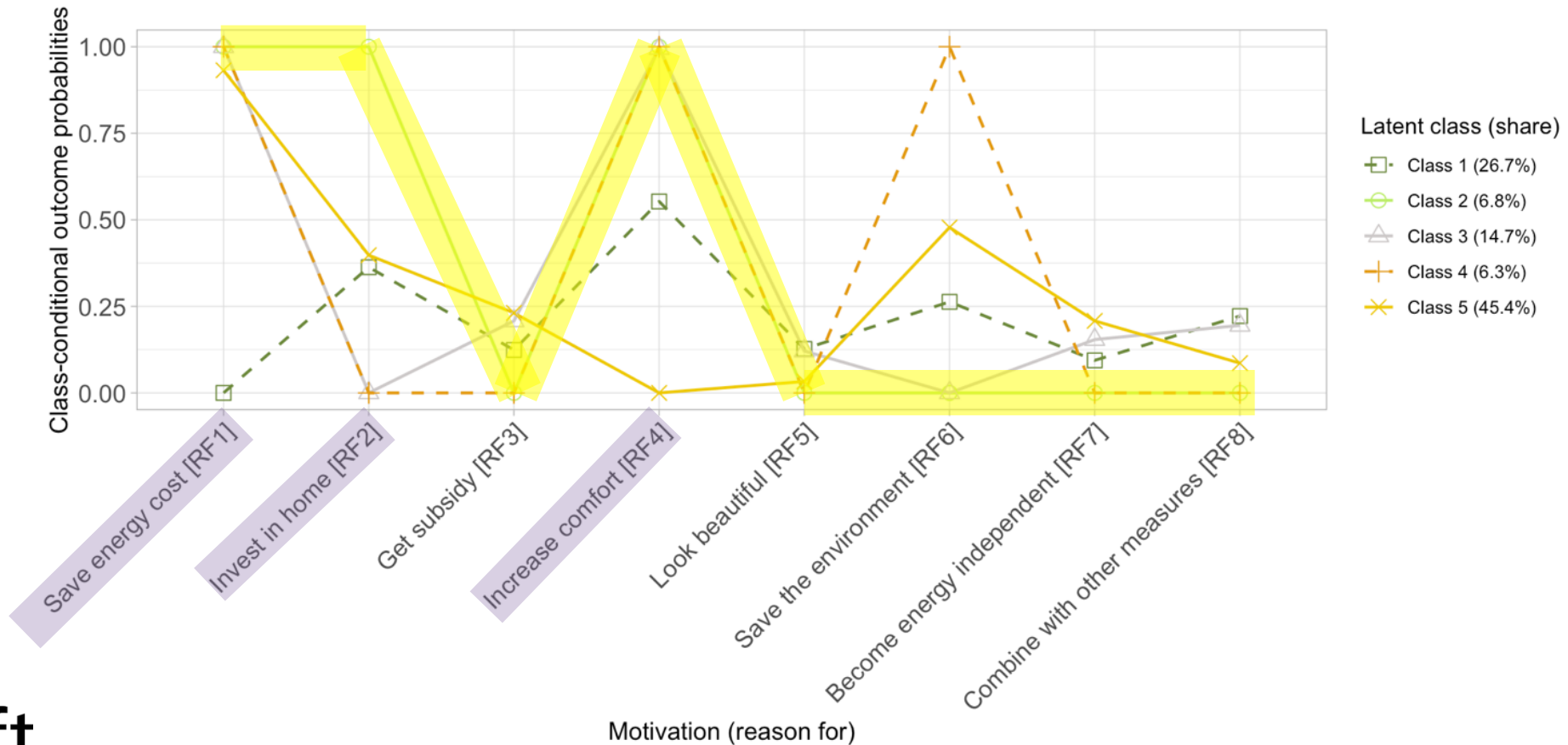
Class 1: Balanced motivation homeowner (26.7%)

- Driven by financial, hedonic, environmental, and practical motivations in a balanced manner.
- Saving energy cost is not a concern.



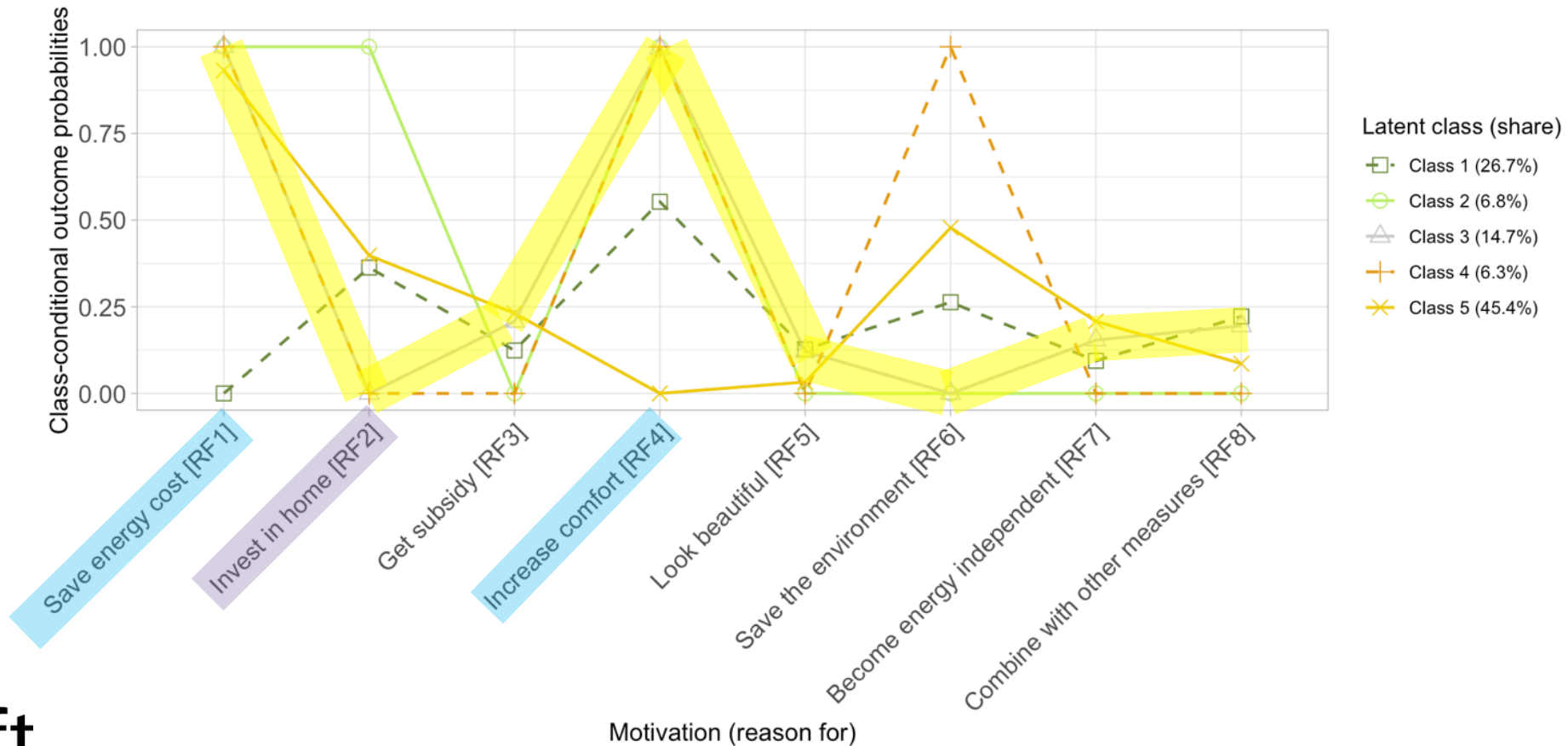
Class 2: Individual utility maximiser (6.8%)

- Homeowners in this segment all identified **saving energy cost**, **investing in their homes**, and **increasing home comfort** as their top three motivations for energy retrofitting.



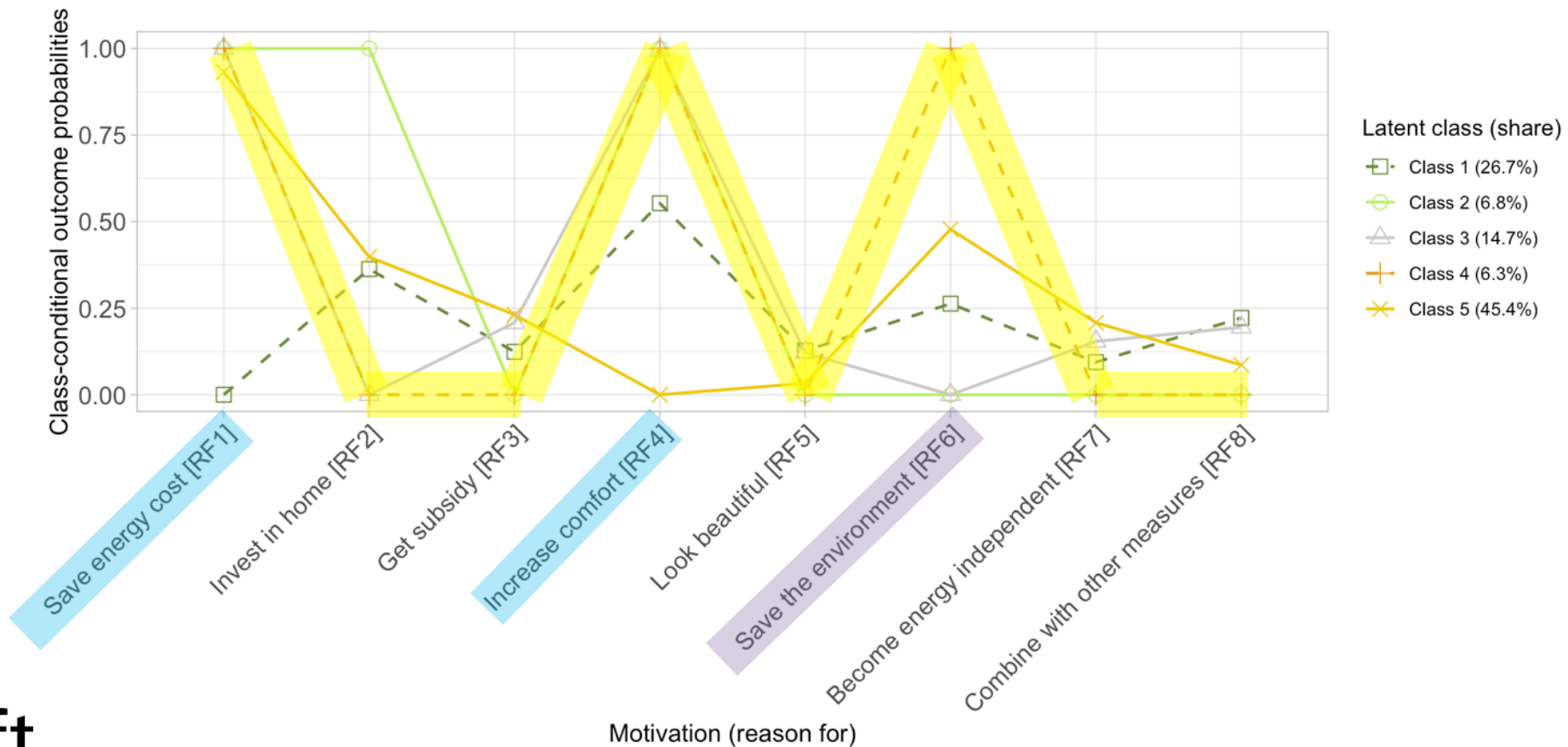
Class 3: Immediate utility seekers (14.7%)

- Similar to the “individual utility maximiser” [Class 2], except that
 - they were driven mostly by immediate gains – **saving energy cost** and **increasing comfort**;
 - cared less about the **long-term investment** in their homes.



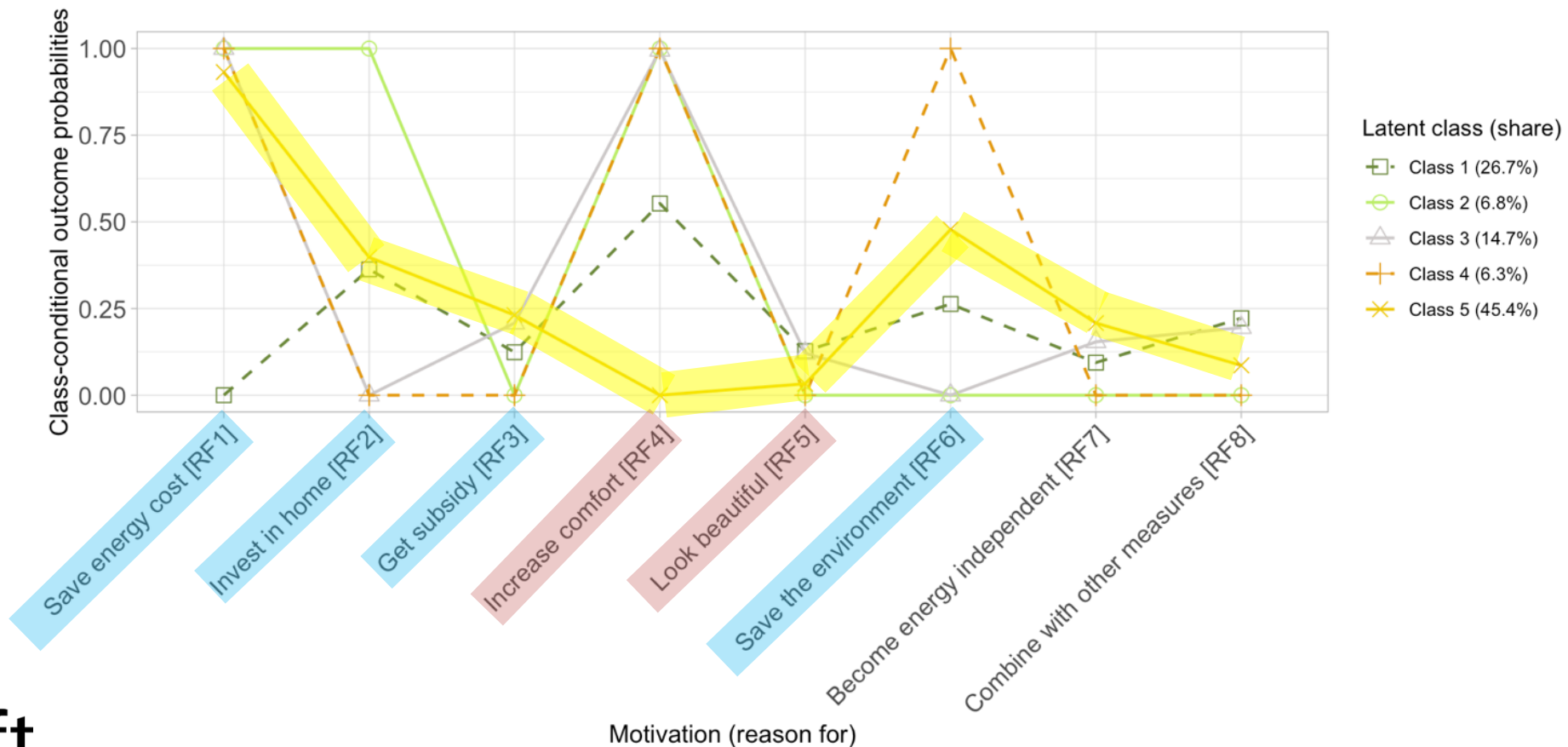
Class 4: Environmental and immediate utility maximiser (6.3%)

- Similar to the “immediate utility maximiser” [Class 3], except that
 - homeowners in this class were homogeneous in the **pro-environmental motivation**.

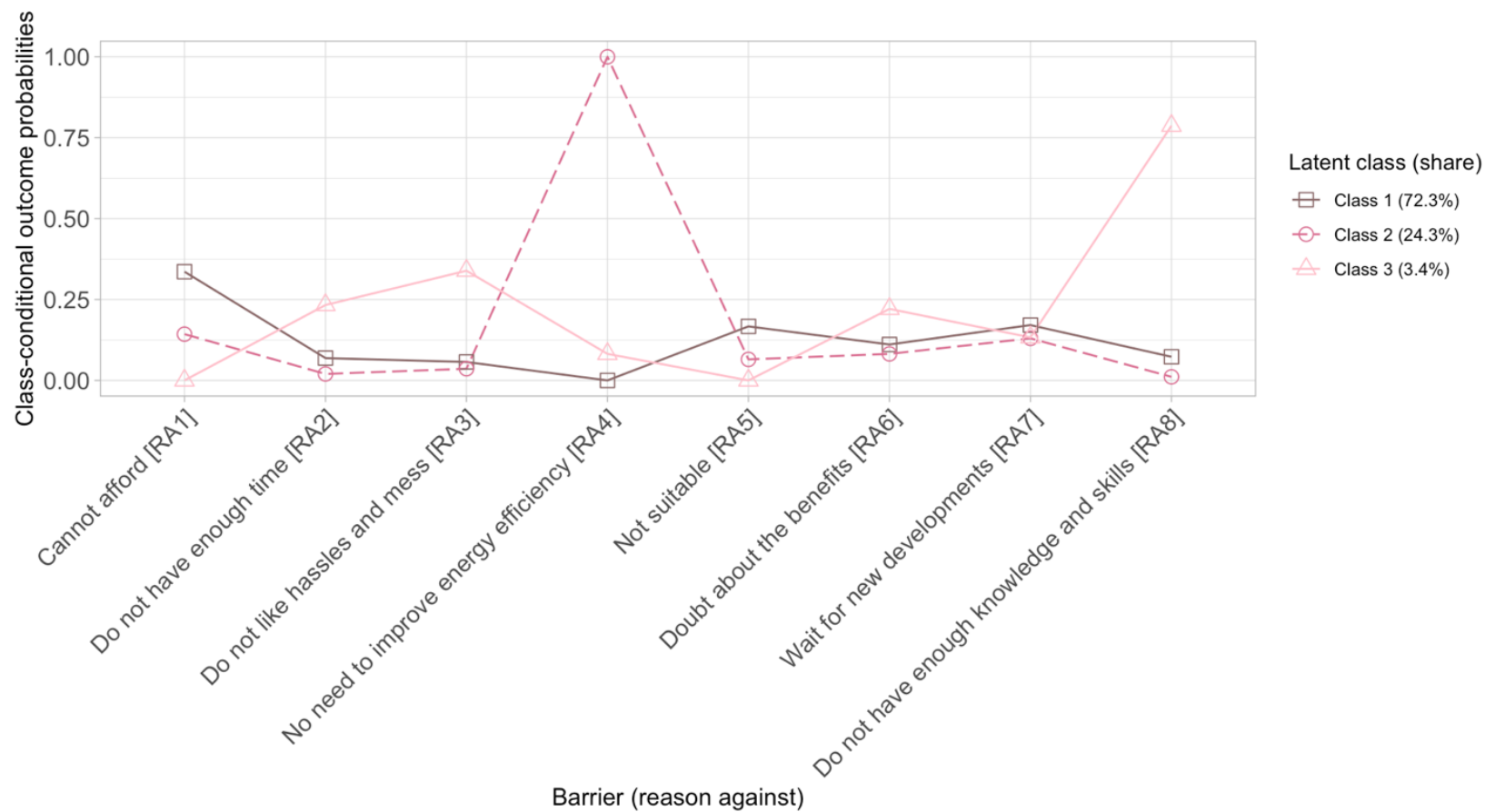


Class 5: Environmental-financial sensitive majority (45.4%)

- Characterised by relatively high probabilities of indicating the **three financial motivations** and the **environmental motivation**.
- **Increasing home comfort** and **aesthetics** are less a consideration.

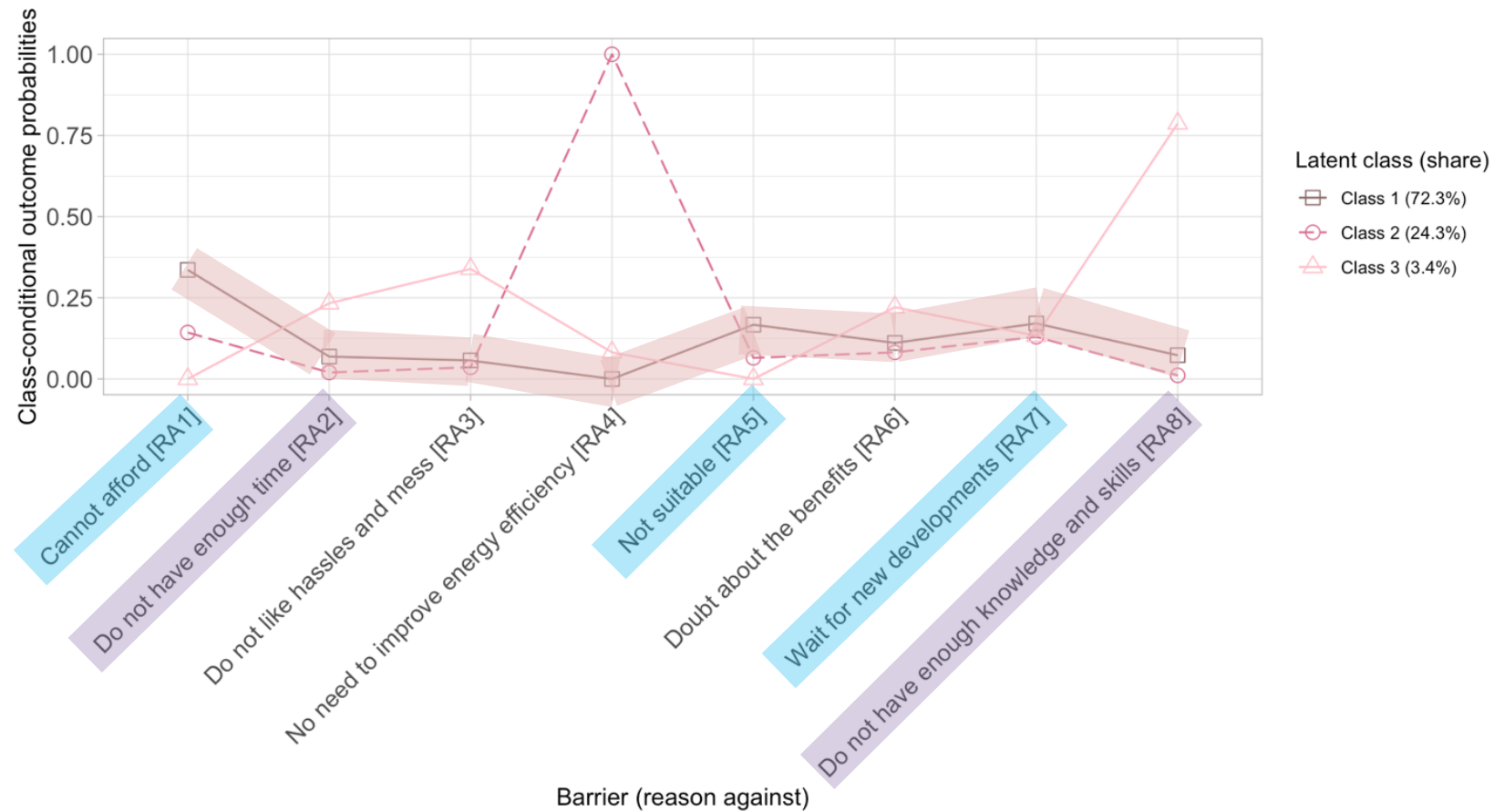


3 segments were identified for barriers



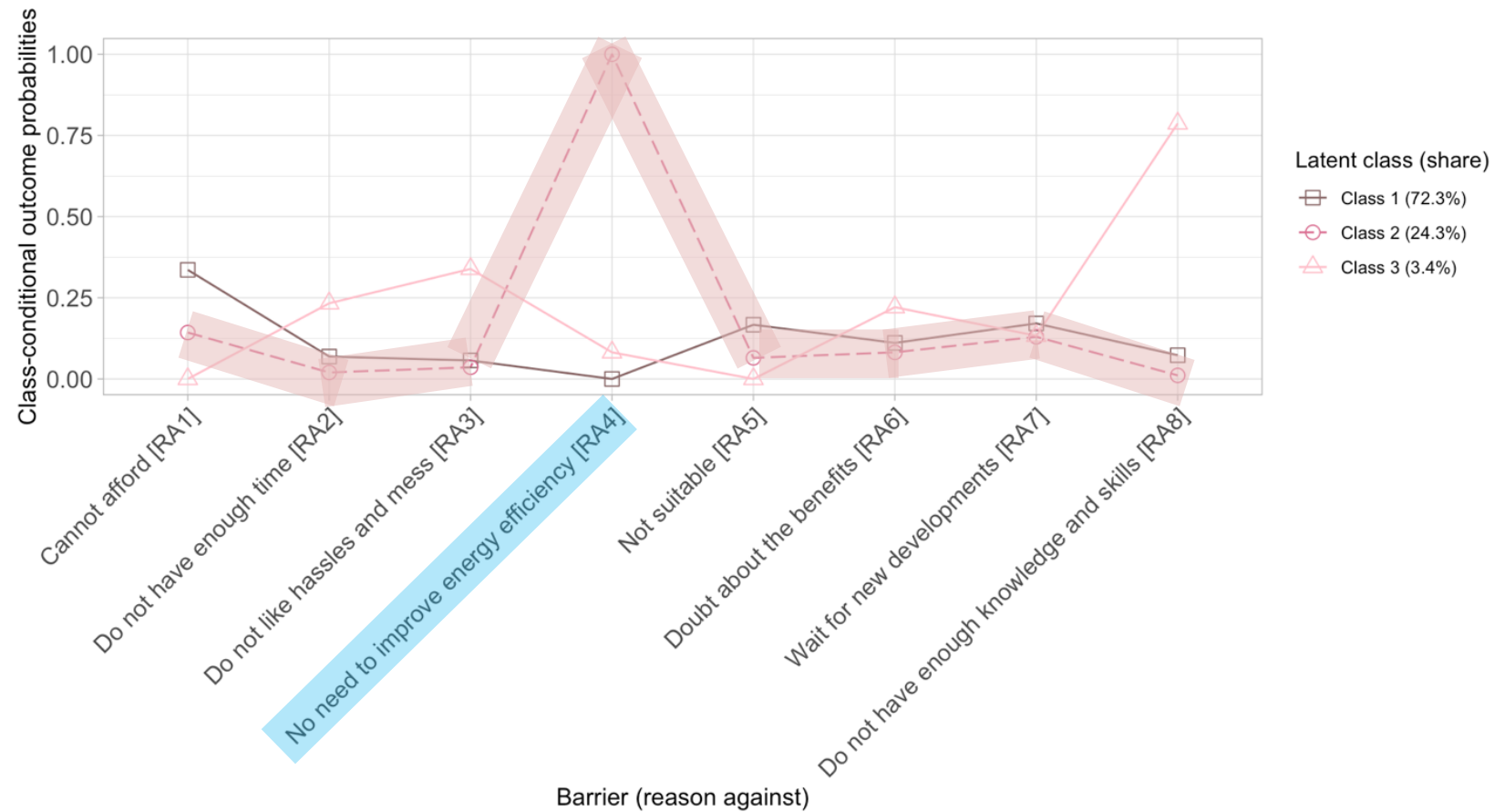
Class 1: Balanced financial and feasibility barriers (72.3%)

- **Affordability** and **feasibility** are major concerns.
- Also bothered by the **lack of time, knowledge, and skills**.



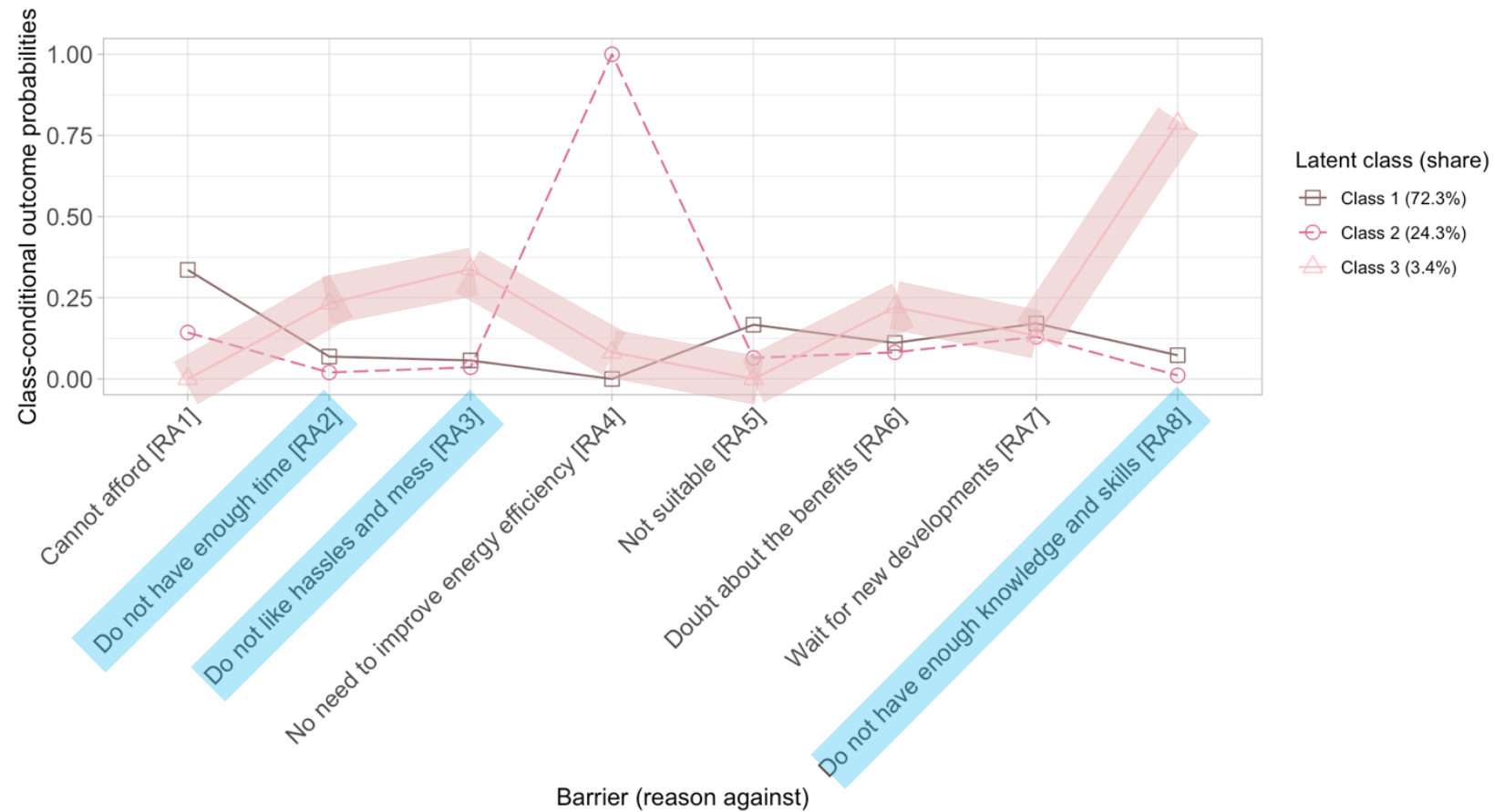
Class 2: Lack of demand (24.3%)

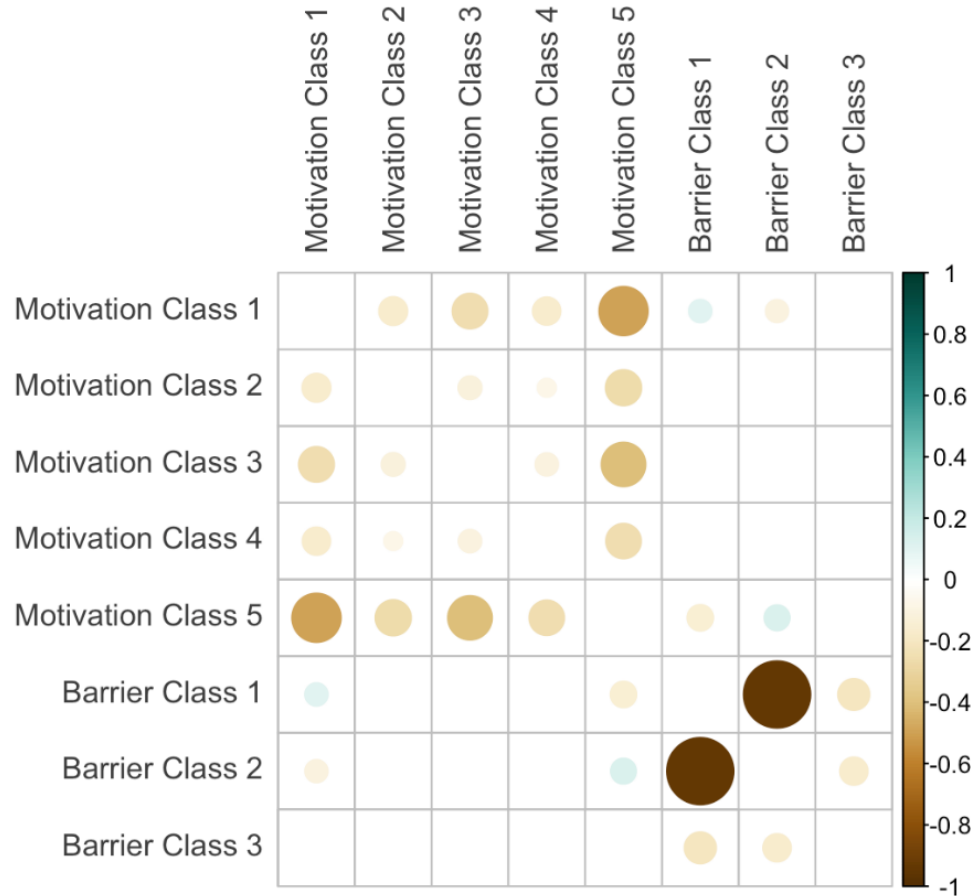
- All homeowners in this class indicated that there is **no need to further improve home energy efficiency**.



Class 3: Prominent non-financial barriers (3.4%)

- Hindered by mostly transactions costs – time and hassles – and the lack of knowledge and skills.





The probabilities of reasons for classes membership and reasons against classes membership are not strongly correlated.



Leveraging motivations and addressing barriers should be considered separately in interventions.

Table. Share of observations per cross-tabulated latent class.

	Class 1 <i>Balanced fin. and feasibility barriers</i>	Class 2 <i>Lack of demand</i>	Class 3 <i>Prominent non-fin. barriers</i>
Class 1 <i>Balanced motivation homeowner</i>	21.5%	4.5%	0.7%
Class 2 <i>Individual utility maximiser</i>	4.9%	1.6%	0.3%
Class 3 <i>Immediate utility seeker</i>	11.2%	3.2%	0.4%
Class 4 <i>Env. and immediate utility maximiser</i>	4.9%	1.2%	0.2%
Class 5 <i>Env. - financial sensitive majority</i>	29.8%	13.8%	1.8%

Policy implications: Example persona

Environmental-financial sensitive majority x Lack of demand (13.8%)



- This person is 60, towards her retirement.
- She is highly educated and has a medium-high income.

Policy implications: Example persona

Environmental-financial sensitive majority x Lack of demand (13.8%)



- This person is 60, towards her retirement.
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- She cares about saving energy cost and saving the environment.
- Getting subsidy and becoming energy independence also motivate her to take energy retrofit measures.
- Increasing home comfort and aesthetics are less a concern for her.
- She is happy to take actions as long as there is a need.

Policy implications: Example persona

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- She has a strong preference for installing solar panels.

Policy implications: Example persona

Environmental-financial sensitive majority x Lack of demand (13.8%)



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- She cares about saving energy cost and saving the environment.
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Emphasising environmental values of energy retrofit, and providing subsidies, smoothing the subsidy application process can be effective interventions for this person.

SUMMER SCHOOL 2025

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1-11 JULY 2025

IEBB5.2 scientific output summary (1 PhD & 1 Post Doc: dr. Shima Ebrahimi; dr. Shutong He)



Application of cumulative prospect theory in understanding energy retrofit decision: A study of homeowners in the Netherlands

Shima Ebrahimi^{a,b,*}, Queena K. Qian^a, Gardien de Vries^b, Henk J. Visscher^a

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ABSTRACT

Retrfitting residential buildings can help mitigate the effects of climate change. Cognitive biases are systematic deviations from rationality in decision making and can lead to inaction, delay, and uncertain decisions. Understanding the cognitive biases involved in residential renovation decisions and developing interventions to overcome them can help increase residential renovation rates. Despite their importance, few studies have examined the impact of cognitive biases on energy retrofits. The question addressed in this study is: "Can accounting for cognitive biases improve the predictions of homeowners' actual investment decisions, and how can the outcomes be used to recommend potential behavioural interventions?". Expected Utility Theory (EUT) and Cumulative Prospect Theory (CPT) are compared to evaluate which model(s) more accurately describes actual decision-making behaviour regarding energy retrofits. The EUT assumes a rational decision maker. The CPT is a quantitative model that assumes a decision-maker operating under risk and uncertainty and subject to the cognitive bias of reference dependence, loss aversion, decreasing sensitivity, and probability weighting. The influences of cognitive biases on energy retrofit decisions can be quantified by the relative performance of CPT over EUT is more accurate. The data for these analyses come from housing surveys conducted in the Netherlands in 2017 and 2018.

Energy & Buildings 274 (2022) 112423



Municipal governance and energy retrofitting of owner-occupied homes in the Netherlands

Shima Ebrahimi^{a,b,*}, Queena K. Qian^a, Gardien de Vries^b, Henk J. Visscher^a

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Local authorities

ABSTRACT

The building sector is responsible for more than one-third of global greenhouse gas (GHG) emissions. The Netherlands has set an ambitious target to reduce GHG emissions by 55% by 2050 compared to the 1990 baseline. Several factors, such as low retrofitting rates, lead to uncertainties in achieving these targets. In the residential sector, the energy retrofit rate of the owner-occupied homes is low. Homeowners encounter different types of barriers when deciding to make energy retrofits. The purpose of this study is to explore the policy implications of the main identified influencing factors and consequently the potential mismatch between current policy and the homeowners' actual needs. We used semi-structured interviews and focus group meetings with experts from the largest cities in the Netherlands as the data collection methods. We identified the discrepancy between current policy and the actual needs of homeowners as follows: (a) less attention to the right message and the right messenger; policymakers cannot motivate the households using the word sustainability. Policymakers can convince homeowners to make energy retrofits through the improvement in quality of life, the expected cost savings, and the integration of energy retrofits into the maintenance of the home (message effect). Moreover, the trustworthiness and familiarity of the energy ambassador with the households are the main characteristics of these ambassadors (messenger effect). (b) the lack of integrated financial, informational and technical support; the main identified transaction cost barriers (non-monetary costs) are difficult to inspire homeowners to carry out energy retrofits; lack of knowledge on how to start the energy retrofits, many steps in carrying out energy retrofits of old houses. More importantly, there is a lack of an active and accessible party in the market to reduce the financial, technical and informational barriers.

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Identification of the behavioural factors in the decision-making processes of the energy efficiency renovations: Dutch homeowners

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ABSTRACT

Over half of all residential buildings in the Netherlands are owner-occupied. In this study, the influence of behavioural factors on individual decisions toward energy efficiency renovations (EERs) was investigated. This study focused on contextual (e.g. building characteristics), personal (e.g. awareness of energy consumption), and motivational factors (e.g. improving comfort). Logistic regression analyses were selected as the preferred method of analysis. The Netherlands' housing survey energy modules, which was conducted in 2018, was the basis of these analyses. 2878 homeowners were surveyed. Behavioural factors that influence the homeowners' decisions were investigated for four types of EERs: (1) double glazing, (2) insulation, (3) photovoltaic (PV) panel, and (4) sustainable heating. It was found that homeowners' preferences for double glazing were mainly influenced by the characteristics of the building and household and motivation to adopt EERs. Similarly, insulation and PV panels were to be mainly influenced by building characteristics. For sustainable heating, a combination of building and household characteristics and personal factors (e.g. deliberate gas reduction) influenced the decisions regarding this EER. None of the personal factors had a significant impact on the decisions regarding installation of double glazing; in contrast, the installation of PV panels was found to be highly influenced by these factors.

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Energy efficiency;
renovation; behaviour-
influencing factor; residential
sector; owner-occupied
sector; the Netherlands

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Planning home energy retrofit in a social environment: The role of perceived descriptive and injunctive social norms

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Perceived social norms
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ABSTRACT

In the built environment, improving the energy efficiency of existing building stock through retrofitting is the top pillar to mitigate climate change. Despite the efforts made by local authorities to provide technical and financial supports, the home energy retrofit rate remains low. This study aims to improve the understanding of how homeowners make their energy retrofit plans in a social environment, thereby informing behavioural policy (re)design. Using a sample of inexperienced retrofitters among Dutch homeowners (N = 556), we investigate the relationship between perceived social norms and energy retrofit plans. The results show that homeowners who perceive a positive injunctive norm have a 11.8 percentage point higher probability of making a home energy retrofit plan compared to those with a non-positive perception. Perceived injunctive norms are also significantly associated with the number of planned retrofit measures and aligned with multiple direct barriers and motivations for retrofitting. However, perceived descriptive norms are only associated with the number of planned retrofit measures, and are even correlated with stronger perceived barriers. We conclude by discussing different social influence pathways of descriptive and injunctive norms, as well as the potential of leveraging social norms as a behavioural policy intervention to promote home energy retrofit.

1. Introduction

Improving energy efficiency has long been recognised as a successful and cost-effective strategy to reduce energy demand (IEA, 2023),

social norms. Individual behaviours in the built environment are inseparable from the social context (Abeu et al., 2019; Dean et al., 2016; Rajeev et al., 2019). Within a social context, individuals tend to conform to social norms, including the norms that imply social



Transaction costs as a barrier in the renovation decision-making process: A study of homeowners in the Netherlands

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Information barrier
The Netherlands

ABSTRACT

The renovation of housing stock in the Netherlands has the potential to help achieving the country's climate change targets. However, there are non-monetary Transaction Cost (TC) factors, such as searching for information and finding a reliable professional/contractor, that present barriers to homeowners when making the decision to renovate or not. This study evaluates the impact of the transaction costs on the renovation decision-making process for two groups of homeowners, current renovators and potential renovators, and for three types of renovations, exterior renovations, interior renovations, and energy efficiency renovations. The study analyses homeowner renovation decisions in relation to TC barriers at different stages of the renovation processes. The data was collected from a survey of 1,776 homeowners in the Netherlands. The main identified TC barriers were found to be at the consideration, decision, and execution phases of the renovation decision-making process, and are: finding a reliable professional/contractor to do exterior renovations, determining costs for interior renovations, and finding ways to increase the energy efficiency of the house using energy-saving renovations. The main sources of information for homeowners are construction stores/DIY Youself (DIY) installations and maintenance companies for exterior and energy efficiency renovations, while for interior renovations it is construction stores/DIY companies, internet, and recommendations from family/friends. The findings from this study contribute to more effective management and distribution of both information and financial resources in relation to the renovation of housing stock.

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Unravelling Dutch homeowners' behaviour towards energy efficiency renovations: What drives and hinders their decision-making?

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ARTICLE INFO

Keywords:
Energy efficiency renovation
Homeowner
Home
Barriers
Drivers
Behavioural factors
Transaction costs (TC)
Policy instruments
Decision-making

ABSTRACT

The housing stock has a considerable share of 40% in energy consumption and 30% of CO₂ emissions in the EU. In accordance to energy efficiency and emissions targets set by EU, The Netherlands has aimed to renovate 300,000 houses each year, leading to 50% reduction in CO₂ emissions, by 2050. Many factors including low renovation rates create uncertainties in achieving these targets. The current study aims for understanding the barriers and drivers towards energy efficiency renovations (EERs) amongst Dutch homeowners, and to aid in gaining a better insight into the role of public authorities in promoting EERs. First, the outside drivers, including policies and other initiatives in the EER process are explored. Second, the intrinsic drivers and intrinsic/ extrinsic barriers are explored. Regression analyses are performed on the national Dutch survey data for renovators and potential renovators. Our main findings include: (a) desire to enhance the quality of their life, rather than the financial benefits, etc. is identified as the main driver; (b) the main barriers are the costs of EERs, competition in the process, information barriers, and finding reliable experts and information; (c) for improvement in meeting renovation targets, the current Dutch policy needs to consider the role of information criteria by



Thank you!

Queena Qian

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Psychological Barriers to Green Homes

Gerdien de Vries



UEI Symposium Speeding Up the Energy Transition in Existing Buildings

19 November 2024



Gerdien de Vries

- **Associate Professor**
Faculty: Technology, Policy, and Management
- **Scientific Director**
TPM Energy Transition Lab
- **Co-founder**
Platform for Social Innovation in the Energy Transition
Delft Energy Institute
- **Dutch Expert “Behavioural Insights in Energy Policy”**
International Energy Agency
- **Climate Psychologist**

Behaviour is important

Equity and Inclusion

- C.5** Prioritising equity, climate justice, social justice, inclusion and just transition processes can enable adaptation and ambitious mitigation actions and climate resilient development. Adaptation outcomes are enhanced by increased support to regions and people with the highest vulnerability to climatic hazards. Integrating climate adaptation into social protection programs improves resilience. Many options are available for reducing emission-intensive consumption, including through behavioural and lifestyle changes, with co-benefits for societal well-being. (*high confidence*) {4.4, 4.5}

IPCC AR6 Synthesis Report. Summary for Policymakers, 2023

Heat pump, district heating? A complex multi-actor problem



Hybride warmtepomp vanaf 2026 verplicht bij vervanging cv-ketel

17 mei 2022 09:38

Laatste update: 1 dag, 18 uur geleden

6.1K NUjjj-reacties



Vanaf 2026 wordt een hybride warmtepomp de standaard voor het verwarmen van woningen, kondigt het kabinet dinsdag aan. Dat betekent dat mensen verplicht worden om zo'n pomp te installeren als hun cv-ketel aan vervanging toe is. Voor woningen die niet geschikt zijn, is een elektrische warmtepomp of een aansluiting op het warmtenet ook een optie.



Minder warmtepompen door vol stroomnet? 'Boel hoeft niet overal op slot'

Door Jeroen Kraan

5 mei 2024 om 12:00

Update: 4 maanden geleden

1.4K reacties

Delen

Huishoudens in een deel van het land krijgen het advies om geen elektrische warmtepomp te nemen, maar een hybride. Door de drukte op het stroomnet is er volgens het demissionaire kabinet geen ruimte voor volledig elektrische modellen. Een gemiste kans voor de verduurzaming van woningen?



HUIS, TUIN & HOBBY



Warmtepomp niet langer verplicht: alles op een rijtje

Publicatiedatum: 8 juli 2024

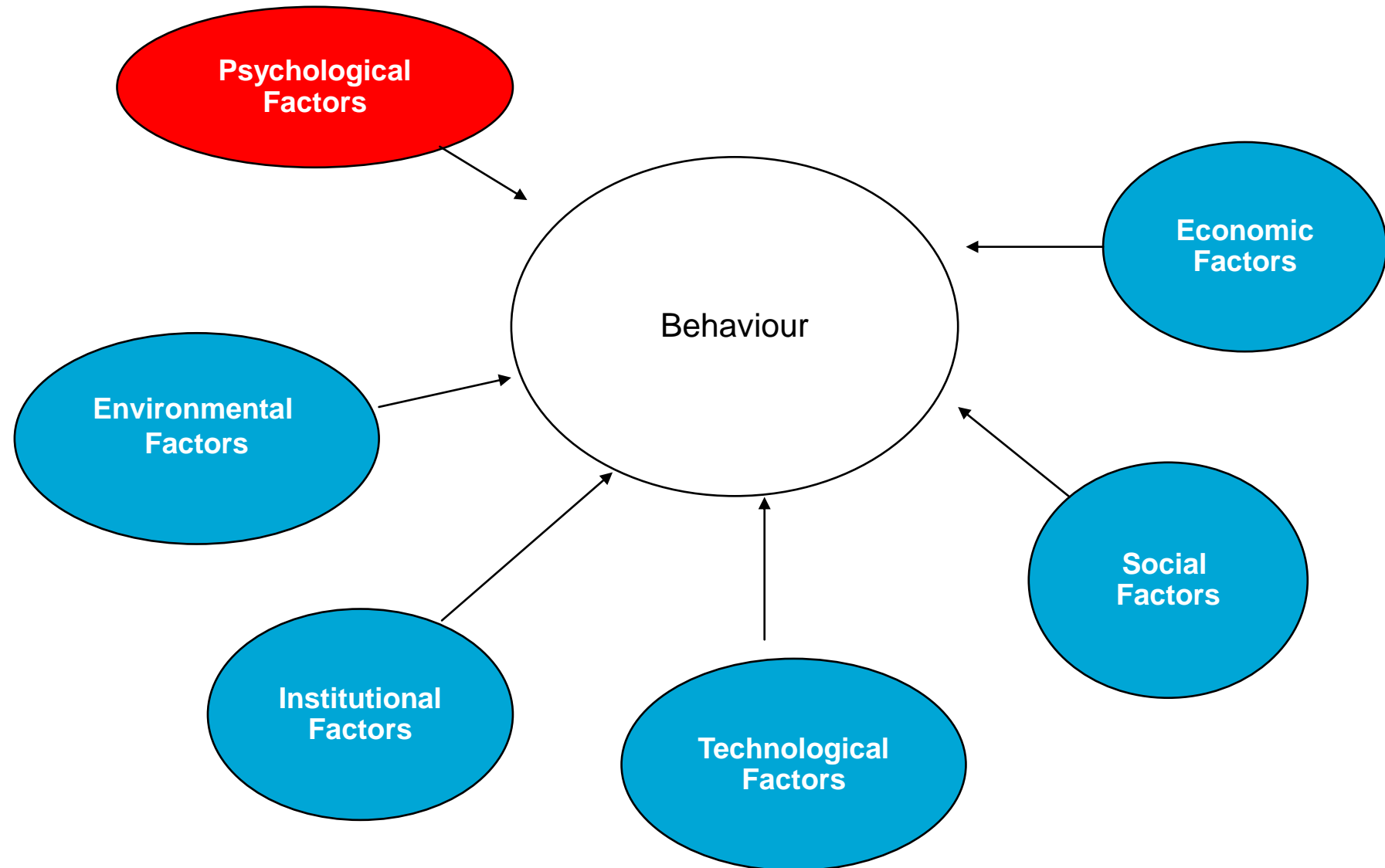
Met het aantreden van het kabinet-Schoof is het vanaf 2026 niet meer verplicht om een (hybride) warmtepomp te installeren bij het vervangen van uw oude verwarmingsinstallatie. Is het met het vervallen van deze maatregel nog wel de moeite waard om uw oude cv-ketel te vervangen door een hybride warmtepomp?

CLIMACS model

Behaviour in Transitions course (MSc Engineering and Policy Analysis)

Behaviour	Description	Example
Continue	Continue old behaviour as it is	Continue buying vegetarian food
Learn	Learn new behaviour	Installers must learn how to install heat pumps
Increase	Increase	Increase the number of times you cycle to work
Mitigate	Reduce the current behaviour	Reduce meat in your meals
Adapt	Minor changes to old behaviour	Do the laundry at a different time of the day
Change	Major changes to old behaviour	Policymakers integrate behaviour insights in their policy design
Stop (quit)	Stop completely	Never smoke again

Contextual and psychological factors influencing behaviour in energy transitions

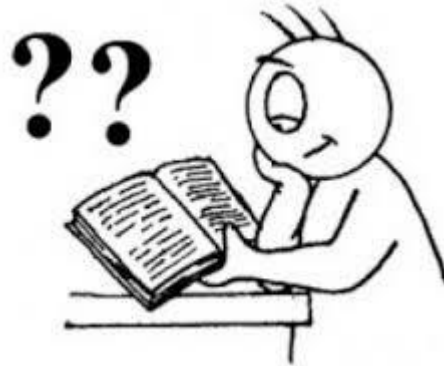


Policymaker

What a hassle!



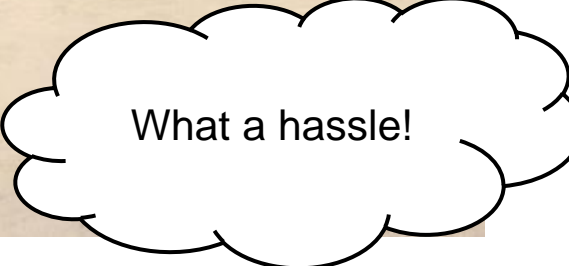
Installer



weblogcartoons.com

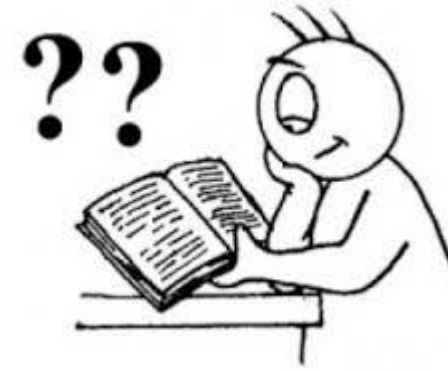


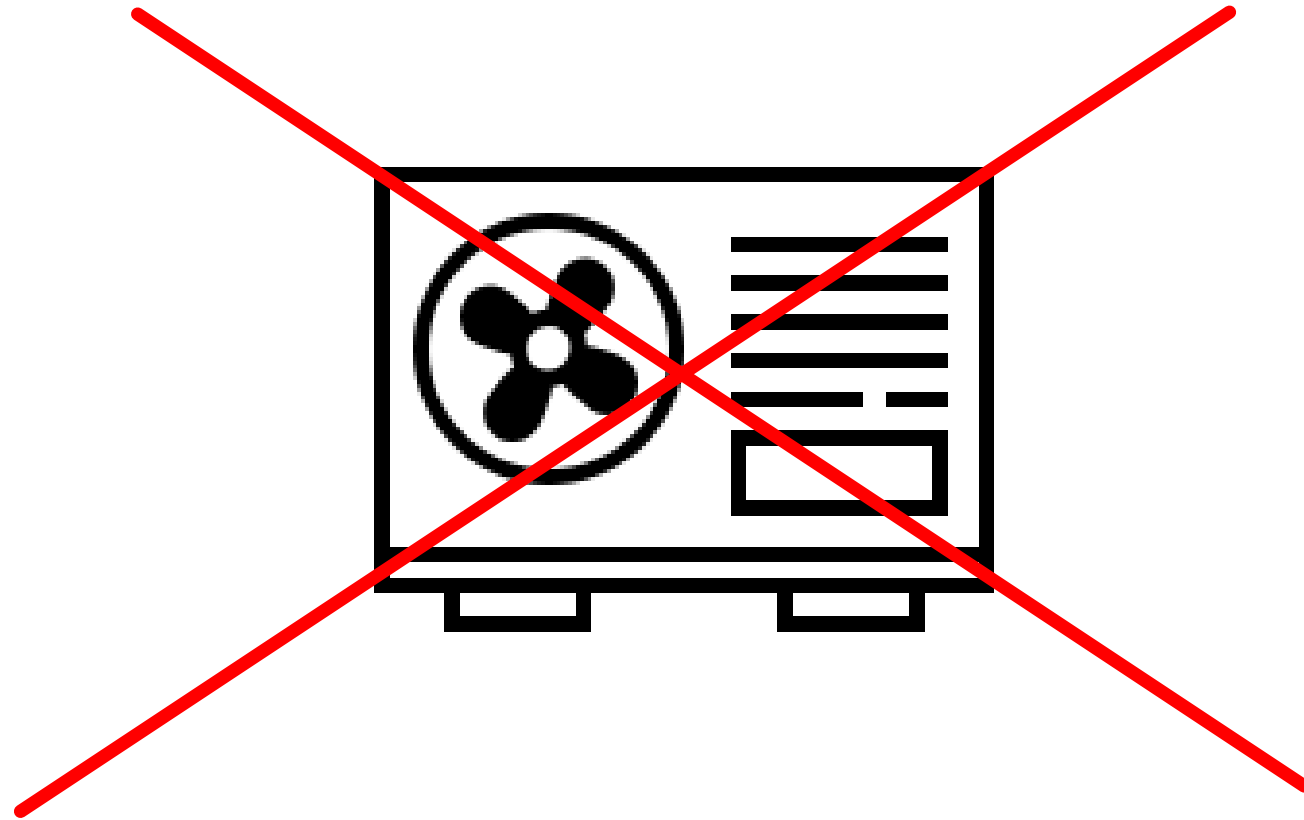
OVERFED



Consumer

What a hassle!





Research Projects



Behavioural Insights Toolkit

Checklists Courses About

Applying behavioural insights to energy policy

A toolkit for practitioners

This toolkit is intended for policymakers, civil servants, and professionals who design programmes to reduce emissions of citizens and businesses.

Energy programmes can fail because citizens and businesses might respond to them in unexpected ways. This toolkit will help you consider how people could respond to your programme and increase the likelihood that it will achieve its intended outcome.

To begin, please select the path that best matches your needs and answer the 3 questions that will follow. You will then be presented with personalised recommendations.

I am developing a new programme

You are designing a new programme to reduce emissions of citizens and businesses. Choosing this path will help you consider different types of interventions.

[Start](#)

I am improving an existing programme

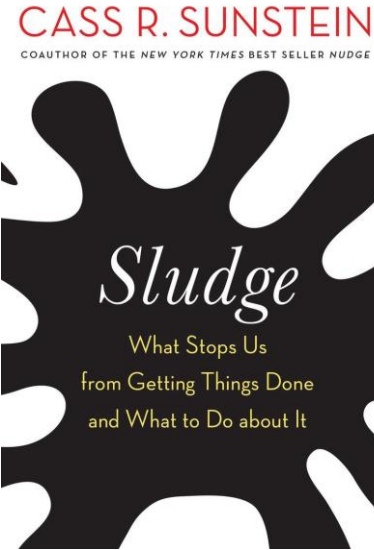
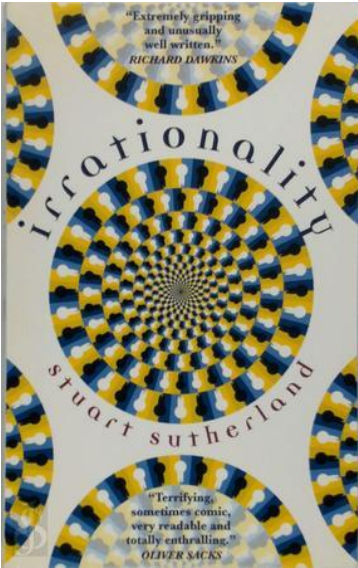
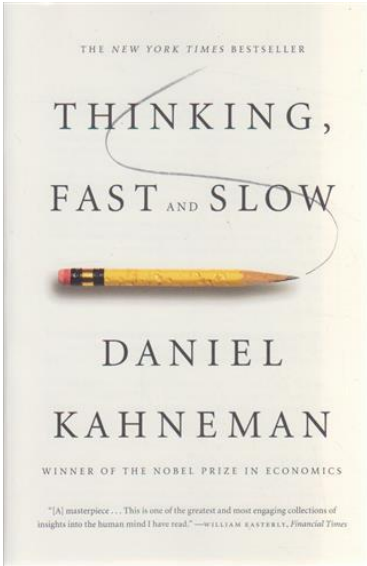
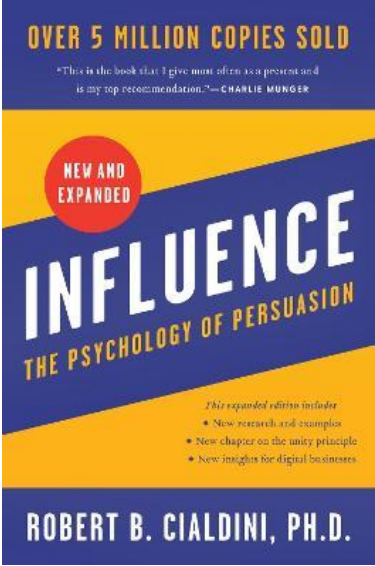
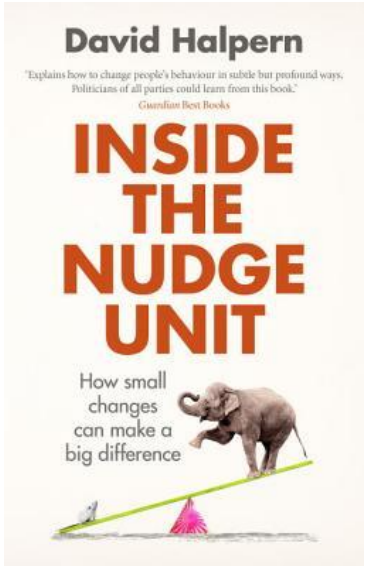
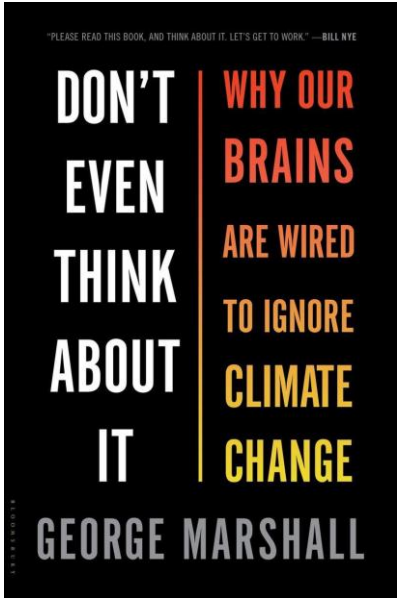
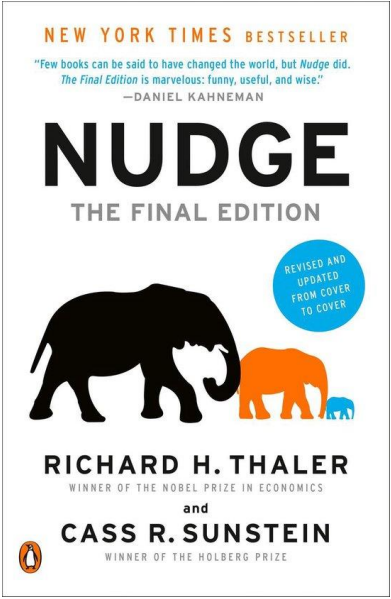
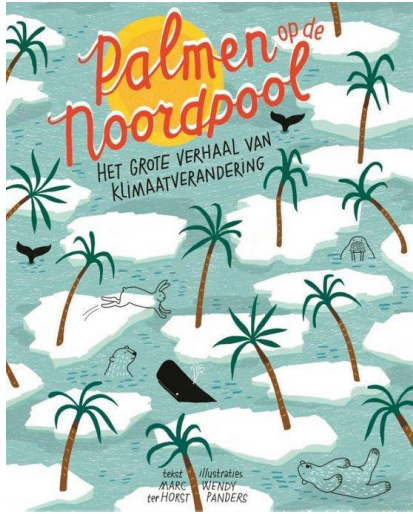
You are either implementing or refining a programme that already exists. Choosing this path will help you consider the underlying factors that might be affecting the programme's success.

[Start](#)

→ I don't want personalised recommendations, take me directly to the behavioural checklists



Book Tips





g.devries-2@tudelft.nl



[Gerdien de Vries, PhD](#)



Do You Listen To Your Neighbour?

THE ROLE OF BLOCK LEADERS IN COMMUNITY-LED ENERGY RETROFITS



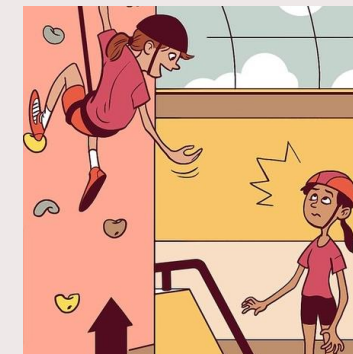
Tije van Casteren, Ioulia Ossokina, Theo Arentze – 19-11-2024

Millions of dwellings need to become more sustainable, but residents doubt whether to **energy retrofit**.



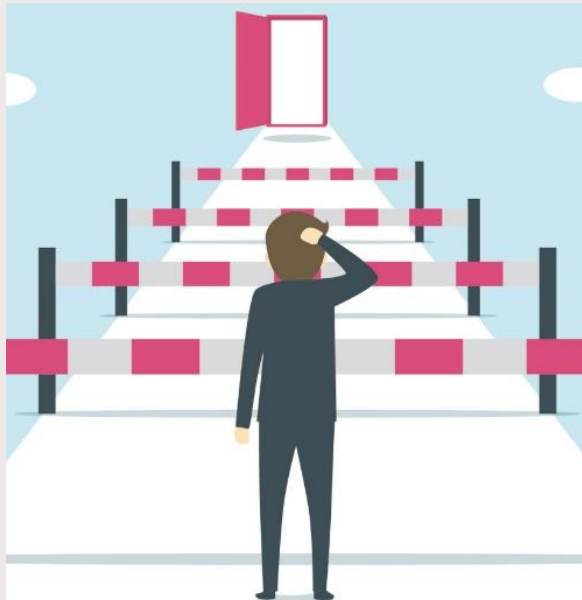
This study: mechanisms at work in community-led retrofits
Can block leaders stimulate people to retrofit?

Goal: How large and far-reaching is the effect of block leaders on neighbours? How to choose optimally?

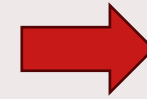
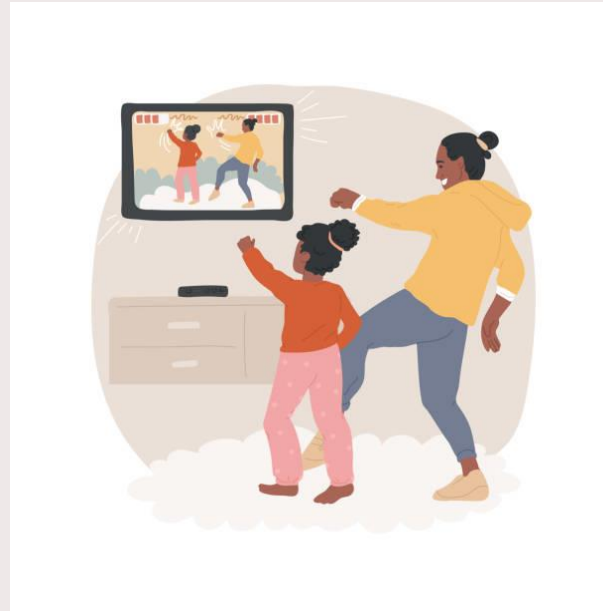


Why do we use the power of the collective?

Consumers face barriers towards adoption



Communities reduce barriers through peer influence



Block leaders in communities speed up information diffusion and increase compliance



Case Study: Buurkracht



Collectively purchasing a retrofitting measure:

- ‘Block Leaders’ define neighbourhoods
- Actively managing campaigns
- Externalities:
 - cheap talk
 - reduce barriers

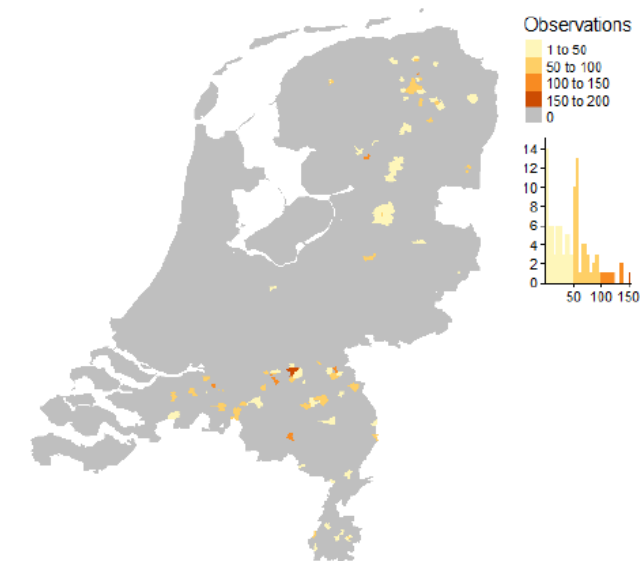
buur
kracht.

Data on communities

78 communities followed from start

66.000 dwellings

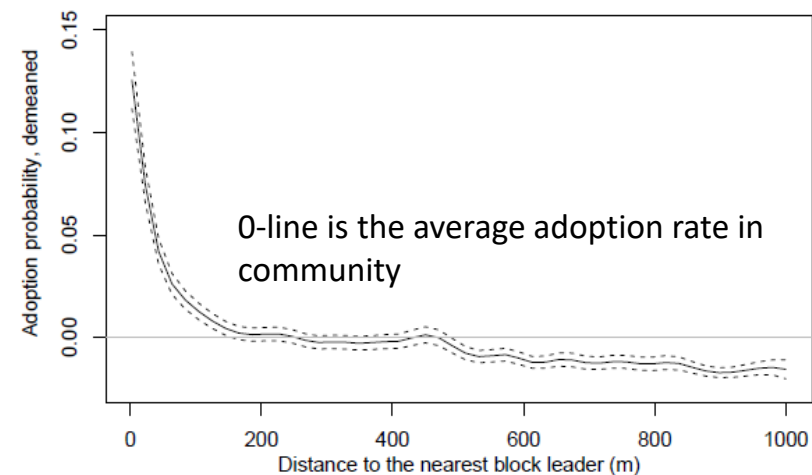
2000 retrofit uptakes (PV, Insulation)



Results

- Econometric analysis on large dataset
- Control for dwelling characteristics, similarity

Figure 5: Non-parametric estimate of the block leader proximity effect



Notes: The line is a Nadaraya-Watson kernel regression of the community-demeaned probability to adopt a retrofit measure, as a function of the distance to the nearest block leader. A 95% confidence interval is used.



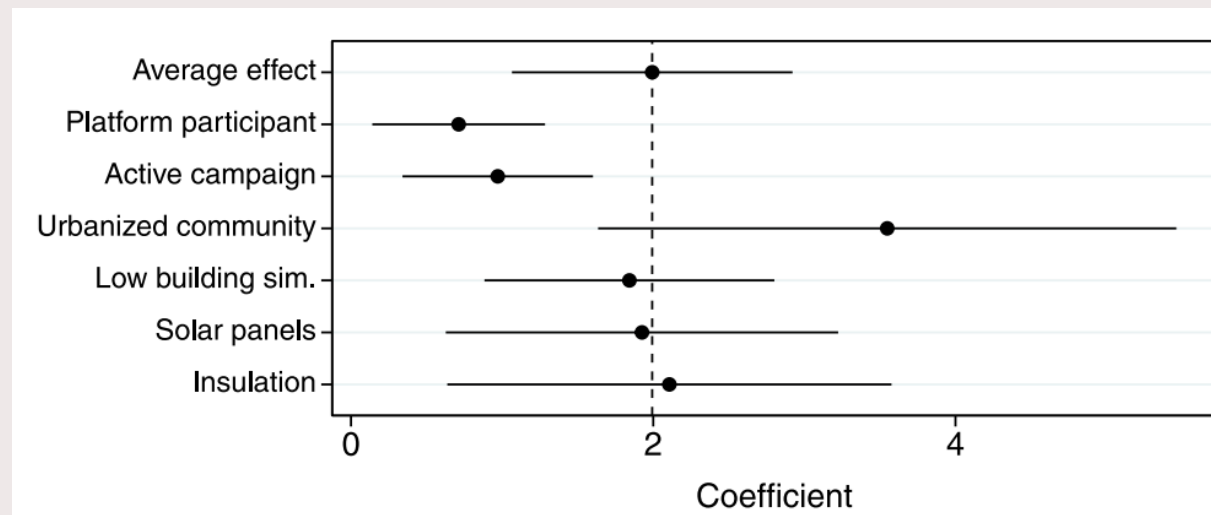
Proximity to block leader **increases** retrofit probability



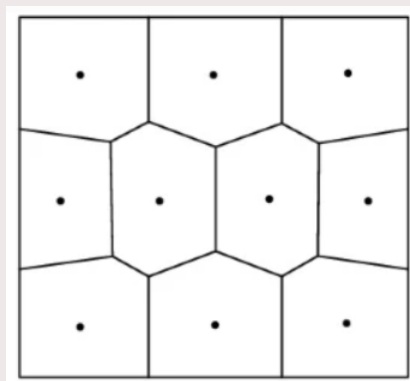
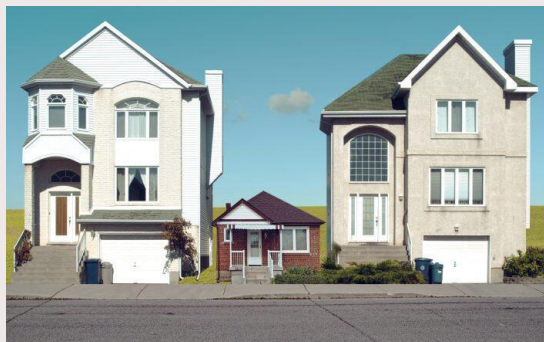
Similarity to block leader **increases** retrofit probability

Results

- Largest effect within 200 meters (from 2.5% average to 7.5% uptake)
- Proximity effect smaller when other factors which reduce barriers gain importance



Implications



How to choose block leaders to maximize their effect?

- Dispersed within compact communities
- Representative dwellings
- High density neighbourhoods

Faster than imitation-based diffusion

No pre-existing measure needed