

## Common protocol for data collection and recording to ensure comparability across pilot projects of the quantified indicators

---

Nadejda Komendantova, Joanne Bayer, Anthony Patt  
International Institute for Applied Systems Analysis

### Contact



International Institute for Applied Systems  
Analysis  
Schlossplatz 1  
A-2361 Laxenburg, Austria  
Nadejda Komendantova  
Email: [komendan@iiasa.ac.at](mailto:komendan@iiasa.ac.at)  
<http://www.iiasa.ac.at/>



Co-funded by the Intelligent Energy Europe  
Programme of the European Union

The sole responsibility for the content of this publication lies with the authors. It does not necessarily reflect the opinion of the European Union. Neither the EACI nor the European Commission are responsible for any use that may be made of the information contained therein.

In frames of the BESTGRID project transmission systems operators (TSOs) and Non-Governmental Organizations (NGOs) agreed to work together and to test innovative approaches applied in four pilot projects across Europe to understand and to increase public acceptance of inhabitants of affected communities, where electricity transmission infrastructure is planned. One of the roles of IIASA in the project, besides providing input to the actions plans, is to contribute with in-depth understanding of public acceptance and awareness issues as well as in gathering of data and systemic analysis to ensure that the lessons learned are scientifically robust and understood in a context of public acceptance research. As a neutral research organization the goal of IIASA is to provide neutral analyses, namely to understand the issues of public acceptance in communities affected by four pilot projects and further on based on scientific evidence and collected data to understand whether certain activities foreseen by TSOs will increase or decrease public acceptance.

One of the hypothesis of the BESTGRID project is that generally climate of trust among stakeholders might influence public acceptance. The following actions might contribute to the climate of trust among stakeholders:

- Actions with the aim to increase the level of awareness about the project,
- Transparency in communication about procedures,
- Engagement of stakeholders and opportunity to be heard,
- Measures containing environmental protection,
- Compensations to local communities for hosting the project.

The lessons learned from four pilot projects will provide an input to policy-making process, for example, on how to ensure minimum standards in participation and transparency required for the “projects of common interests” in the forthcoming Regulation on Trans-European Energy Infrastructure. This information will allow for the development of a “cookbook” for future best practices application.

The aim of this data collection protocol is to investigate attitudes in local communities regarding infrastructure projects, in general, and electricity infrastructure projects, in particular, as well as concerns from different groups of stakeholders in four pilot project areas. The data collection actions will target both:

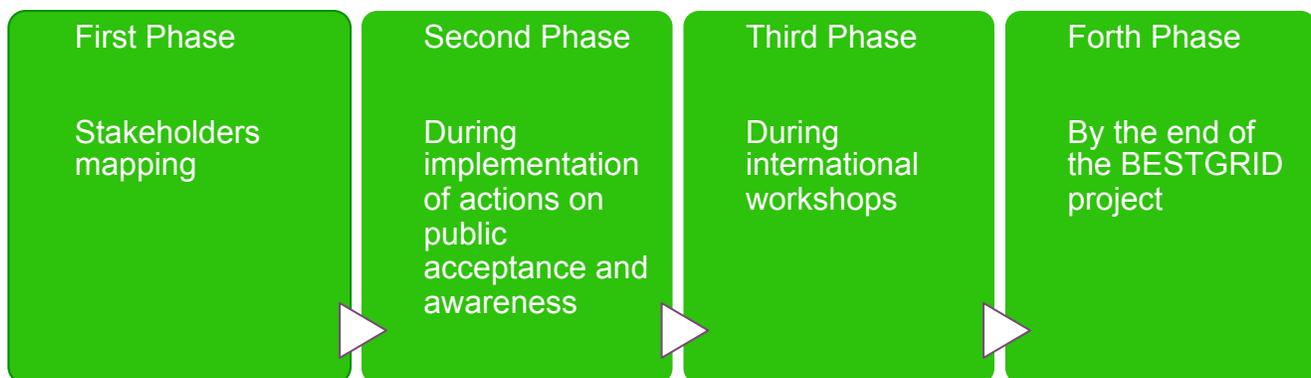
- process of implementation of actions to deal with issues of public acceptance and awareness,
- as well as the outcomes of this process.

This will contain also empirical evidence about impacts from actions on public awareness and acceptance. The protocol also contains estimations about time frame for implementation of the data collection actions, hypothesis and explanation what for these measures are required as well as the resources needed for implementation of the actions.

The protocol foresees data collection actions about two types of activities: those that are common to all four pilot projects and activities that are specific to only one project. The specific actions on data collection for each pilot are necessary as each pilot is in different state of progress (i.e. in the early state of route selection or later stage of route justification) and foresees specific actions to deal with public acceptance and awareness.

In this data collection protocol, we consider four stakeholder groups: private grid project developers, NGOs, public authorities and the residents. We plan to collect data during four phases: stakeholders mapping, during implementation of actions on public acceptance and awareness, during international workshops and by the end of BESTGRID project (figure 1).

Figure 1: Overall roadmap of actions on data collection



We describe each phase of data collection in details below.

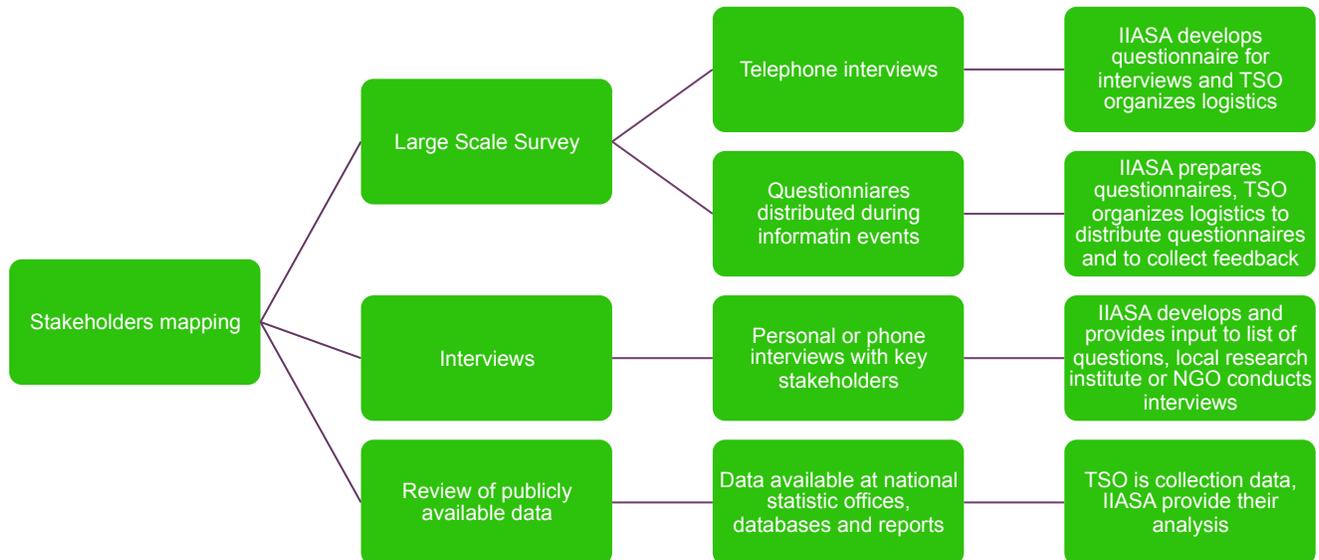
#### 1. Stakeholders mapping (baseline assessment)

Four TSOs plan to conduct stakeholder mapping in areas affected by their pilot projects. The time frame for this mapping is different but mostly TSOs plan to conduct it before realization of actions to deal with public acceptance foreseen by the BESTGRID project. This work will be done in cooperation with local research institutes or NGOs.

The aim of the mapping is, firstly, to identify stakeholders in the region, including, for example, environmental and cultural citizen organizations as well as businesses and local government authorities. Second, the interviews will elicit key stakeholder' positions regarding the planned electricity transmission infrastructure projects, their formal and informal influence in the community and the general level of awareness about the planned project, as well as their expectations and concerns.

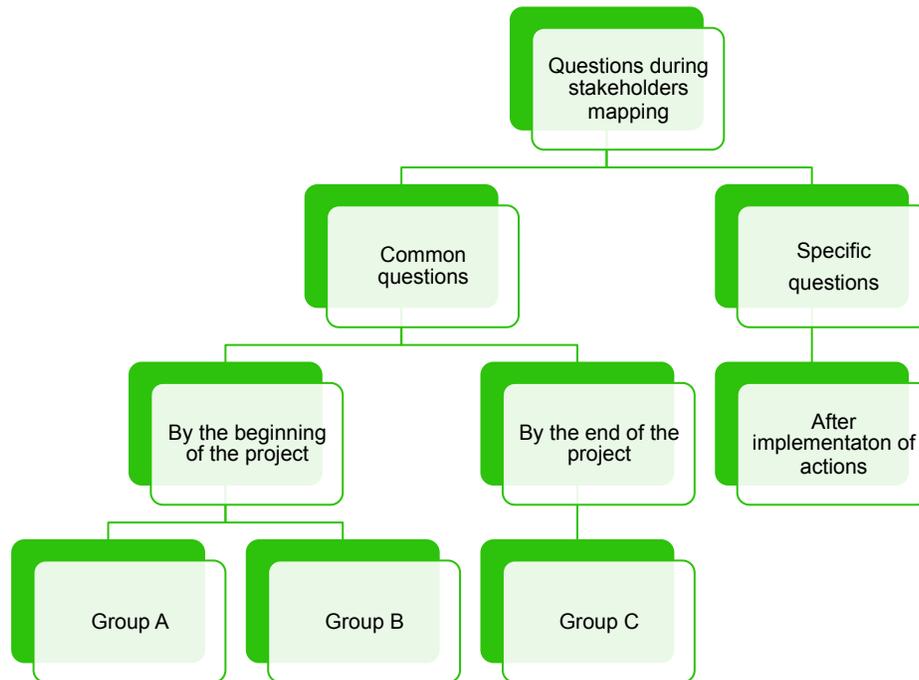
IIASA and TSOs are implementing stakeholder mapping during the first data collection phase of the project. Before the start of the stakeholder mapping (January 2004), IIASA will provide informal input by phone and scientific guidance to TSOs and involved local partners on the stakeholders mapping. The stakeholders mapping might include on of three options of data collection (figure 2), such as large-scale survey, interviews with open-ended questions design by TSOs and local NGO and /or collection of publicly available data. IIASA will analyze the reports of the stakeholder mapping, interviews and collected publicly available data.

Figure 2: Stakeholders mapping



The methodology on data collection and stakeholders mapping foresees two types of questions. The first type relates to all pilots and is therefore called “common to all pilots questions”. The second type of questions relates only to specific actions within certain pilot projects, like mobile information office or workshop with local governments. Therefore, it is called “specific actions” (figure 3).

Figure 3: Common questions for all four pilots and specific questions for each separate pilot project



The common questions on data collection are planned by the beginning of the project, mainly included into stakeholders mapping, and by the end of the project.

### 1.1. Questions common to all cases:

IIASA will assist the TSOs with two methodologies for the stakeholder mapping: qualitative in-depth interviews and/or large-scale surveys in the region. Both should include questions aiming to provide insights on the following questions. At the current stage the issue of the large-scale survey is a matter of discussion within the BESTGRID project. The interviews should target key stakeholders in the region, the survey should target a broader audience of inhabitation of affected communities. IIASA will provide scientific inputs on methodology and will develop questionnaire. IIASA will analyze the collected data. Research institutes or local NGOs, subcontracted in frames of BESTGRID project, will conduct interviews or the large-scale survey. This will be organized depending on each pilot separately.

The questions shall include the following. We divided them into three groups:

A. Situation in the region:

- What is the level of awareness of stakeholders in the region about the planned electricity transmission infrastructure
- Where do they get their information? Who do they trust to provide information?
- What is the previous experience in the region with infrastructure projects
- What is the image of the TSO, which plans to realize the project?

B. Perceptions of the project

- How do the stakeholders view the benefits and risks (to themselves, their community and to the greater society) from the project?
- What are their most serious concerns about the project?
- Do you feel that the TSO explore as far enough alternatives and do you received enough information about those? In light of the risks and benefits, is the project acceptable? Is this based on their personal interests or their view of the overall benefit to society?
- If they don't see the project in the local interest, do they view compensation as a legitimate option? What form should this compensation take? Question relevant for some pilots only.

The questions from the groups A and B will be included into interviews or survey, which conducted by the beginning of the project with the goal to map stakeholders and their concerns. As some of the stakeholders will not be aware of the project, we will look after “ priori” point of view.

C. Perceptions of the BESTGRID and recommendations

Do the stakeholders feel that they are listened to; do they feel they can influence the direction of the project?

- Are they aware of actions to improve public awareness and acceptability of the project that are being carried out by the BESTGRID partners? What is their opinion of these assessments, etc?
- What suggestions would they have to improve the process?
- What are expectations of people regarding planned project?

The questions from the group C will be included into a survey or questionnaire, to be distributed by the end of the BESTGRID project. For example, such as a little survey which will be conducted by Elia the end of the third information event and will be published in the last newsletter.

**1.2. Questions specific to each pilot project** (feedback to be collected during the project or after the implementation of actions):

Specific actions, tailored to the situation in each concrete pilot project, are necessary to collect empirical evidence under each concrete case and to catch all differences, which separate pilot projects might have. These actions also will allow identifying which specific actions were more successful in terms of impact on public awareness and acceptance in comparison to other actions undertaken by all four pilot projects.

This part of data collection protocol will be developed specially for each pilot case. We foresee implementation of data collection measures through out the entire project time period. For instance, to explain what we mean with specific actions we bring here two following examples. 50 Hertz plans to conduct mobile information office or Elia plans to organize a workshop with representatives of local and regional governance. A detailed data collection on the results of implementation of these specific actions will be necessary for concrete pilot projects. By the end of the project, collected empirical evidence from each pilot project will allow comparing specific actions in terms of their impact on public awareness and acceptance.

The methods of data collection on specific actions will include two kinds of data:

- Detailed description of the action, how it was organized, which resources (human, time and financial) were necessary to organize this action, if there were any problems in implementation of the action, when the action was implemented, how the communication process about the action was organized. These data will be collected with the help of the following data collection tools: detailed description such as reports or notes, review of project documentation, interviews with TSOs, reports and notes from roundtable discussions and workshops.
- Review of completed by inhabitants feedback forms and other feedback options, interviews with representatives from local stakeholders.

This is an on-going work and will require constant communication between IIASA and involved partners, mainly through teleconferences, to identify if there are any difficulties or problems with implementation of the identified actions.

a. Selected questions specific to Elia Pilot project will target but will not be limited to the following actions (selected actions need to be discussed with each TSO separately).

- Roundtable, workshop and focus group discussions with local authorities and NGOs,
- Field trip with NGOs and local authorities,
- Information events with inhabitants of affected communities

Detailed description is provided in the Annex A.

b. Selected questions specific to TenneT Pilot project will target but will not be limited to the following actions (selected actions need to be discussed with each TSO separately).

- Information meetings and workshops with representatives of local governments and inhabitants of affected communities,
- Drop-in information events in central public places.

Detailed description is provided in the Annex B, which may also contain other actions, which will be defined after teleconference with TenneT.

c. Selected questions specific to 50Hertz Pilot project will target but will not be limited to the following actions (selected actions, need to be discussed with each TSO separately).

- Mobile citizen information office,
- Provision of information and possibility for concrete measurements of EMF,
- Organization of two events together with representatives of the federal state of Brandenburg, such as administration, industrial and trade chambers.

Detailed description is provided in the Annex C, which may also contain other actions, which will be defined after teleconference with 50Hertz.

d Selected questions specific to National Grid Pilot project will target but will not be limited to the following actions (selected actions, need to be discussed with each TSO separately).

Detailed description is provided in the Annex D. It may also contain other actions, which will be defined after the meeting with National Grid in London.

## **2. Stakeholders survey at the end of the project**

The aim of this survey is to collect empirical evidence about public perceptions and acceptance in two areas:

- Process to inform public and to raise awareness about the project and different actions foreseen within this process such as stakeholders workshops, information campaigns through different media channels, kinds of information materials, content of information documents, organization of the process itself, its transparency and engagement with stakeholders.
- Outcomes of the process, for example, if people perceive implemented measures and their outcome as fair, do they feel that they had voice in the project, were their concerns addressed, which further recommendations they might to have. Ultimately, to what extent do they accept the project, and for what reasons.

Using statistical techniques, such as regression analysis or primarily maximum likelihood estimation methods, IIASA will analyze survey results to identify the effects on indicators of acceptance in two areas:

(a) Different practices on the part of the TSO and NGO partners and

(b) Differences among stakeholders surveyed

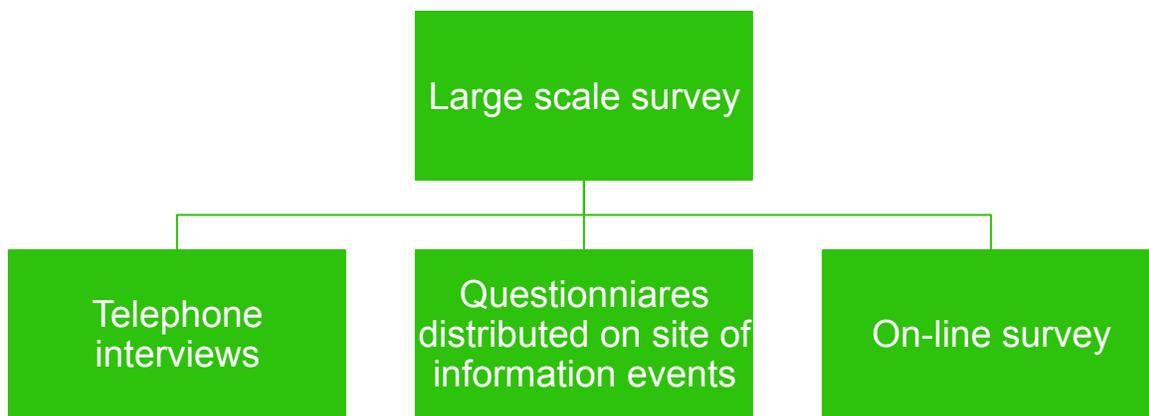
The survey will target inhabitants of the affected communities. To be representative, the large-scale survey shall reach more than 100 respondents. The methods how the survey will be organized are described below.

IIASA will provide survey design and will conduct analysis of the results. The methodology of data analysis will specify dependent variables such as indicators of support or opposition. The statistical technique will include ordinary least squares regression (in the case of a continuous indicator) or

logistical regression (in the case of a binary indicator, such as a “yes” or “no” answer to a question about support). The independent variables will include features of the local communication practices, and attributes of the survey respondents. Depending on the outcome of diagnostic tests, the IIASA analysts may apply a mixed model, incorporating both fixed and random effects.

TSOs will organize logistics of data collection by using one of the three following possibilities (figure 4). IIASA will provide scientific guidance and input as well as developed tools for data collection under all three options.

Figure 4: Methodology of data collection using large-scale survey



We describe each of the options in details below.

### ***Option 1: Telephone interviews***

This is the method which will bring the most robust results. However, it will also require the largest volumes of resources committed. For comparison of resources needed we received different offers to conduct 500 interviews per telephone lasting for 15 minutes. The prices vary between 14.300 (€28.60/interview) and 20.000 Euros (€40/interview) excluding taxes. If we go for 100 interviews per pilot projects this will require resources around €18.000 for all four pilots. However, this is not part of the BESTGRID budget and would have to be paid on top by the TSO partners. In the case of telephone

interviews the stakeholders shall be identified by the company, which is conducting the interviews. Usually, they have already established databases of stakeholders in the surveyed communities.

### ***Option 2: Questionnaires distributed during information events***

Another option can be to send out printed questionnaires to stakeholders or to distribute questionnaires during the last information event. The questionnaire (max 10 questions) will be elaborate by IIASA and discussed with TSOs and local NGOs. They will be provided at least in February 2014. Thus, this activity can be linked to information events, described in the next paragraph. This will involve significantly lower costs but need to target larger number of inhabitants to receive back more than 100 complete questionnaires. This will require that there is somebody at each event to hand out questionnaires and collect them back.

### ***Option 3: On-line surveys***

The third option is to settle the on-line survey on the homepage of the project or the TSO. However, the number of filled questionnaires by applying this method can be rather low.

In case if a large-scale survey is not possible this part can be substituted by qualitative methods of analysis. This can be interviews with selected stakeholders as well as transcripts from focus groups and workshops. IIASA will participate and take notes during some workshops but in case that IIASA is not present, this task will have to be realized by participating partners. This needs to be discussion with BESTGRID partners, if this is an option. In this case we still will be able to generate results but they will not be as robust as from large-scale survey. Also with qualitative methods we will be able to target organized groups of stakeholders but not the general public. The decision is a large-scale survey is possible will be taken after consultation with the BESTGRID partners.

Open questions:

to the question is still open if there are capacities for one or two large-scale survey and which option from the indicated three options will be applied. To approach this question IIASA will collect feedback

from the BESTGRID partners on the data collection protocol and on different options of data collection:

- One large-scale survey (options 1,2 and 3, Fig. 4) is possible in four pilot projects or in some pilot projects.
- If this is one large-scale survey or two surveys by the beginning and the end of the project.

The latest period for data collection is by July 2015, which leaves two months for analysis of collected data, writing of the report and recommendations. If the answer regarding survey is positive, then the time of implementation of at least one survey will be by the end of the project, meaning July 2015.

In case the decision will be to go the direction of more qualitative methods like interviews, TSOs in cooperation with local NGOs and research institutes will conduct interviews, IIASA will provide design for interviews, scientific guidance and analysis of results. This also needs to be discussed with each TSO separately. These interviews will be realized by the end of the project.

By now we collected the following feedback on the next steps:

- Elia is going to conduct little survey at the end of the stakeholders mapping and interviews with key stakeholders at the end of the project.
- IIASA will provide inputs to interviews (or complete sets of questions), which will be conducted by IEW, by January 2014.
- TenneT is going to conduct a large-scale survey
- National Grid is currently developing new description of their work package. We are going discuss details of data collection during our meeting in London

### **3. Data collection about success of implementation of actions under two action plans: on public acceptance and on speeding up permitting procedures**

The difference of actions under this paragraph comparatively to the previous paragraph is in the scope of evaluation. The actions in the previous paragraph are foresees to evaluate the process and the patterns of public acceptance. The option 2 on data collection (figure 4) foresees distribution of questionnaires on the issues of public acceptance during one of the last public information event,

mentioned below. The actions under this section are foreseen to estimate success of the mentioned below public information events, themselves.

The preliminary hypothesis of BESTGRID here is that the above-mentioned actions will influence the level of awareness among inhabitants of affected communities. Further on, that due to an increased level of awareness about the pilot projects and procedures behind, public acceptance in the communities of the pilot projects will be increased.

Altogether the following actions are proposed to influence public awareness:

- 10 public information and consultation events, namely 3 in Elia pilot, 5 in TenneT pilot and 2 in 50Hertz pilot,
- 10 days presence of information mobile citizen office (in the pilot project of 50 Hertz),
- 2-4 information brochures for population in pilot projects.

These actions will be conducted by TSOs in cooperation with NGOs, which will design the information brochures, design and conduct information events. IIASA will develop questionnaire or a feedback option to collect feedback from stakeholders about the actions. IIASA will also conduct analysis of collected feedback. TSOs will organize logistics of distribution of the questionnaire or feedback form and logistics of collecting completed questionnaires or feedback forms. For this the TSOs will need to distribute feedback forms or questionnaires and provide information how stakeholders can express their feedback about the identified above actions. This can be an on-line survey, an email address for feedback, the telephone line. IIASA will design the feedback forms and the TSOs will distribute them. IIASA will develop a detailed plan with each TSO on how distribution of feedback forms or questionnaires will take place.

Altogether following actions are proposed to speed up procedures while respecting environmental standards:

- Meetings and field trips with environmental stakeholders and officials in the pilot projects

The preliminary hypothesis of BESTGRID here is that consultation with environmental stakeholders will improve perceptions and the quality of consideration of environmental impacts. IIASA will monitor efficiency of these actions. This will include analysis of feedback from stakeholders on the project itself

and on the process of consultation with environmental stakeholders, which can be provided in a feedback form, through email or by telephone, and interviews with selected environmental stakeholders.

Next steps:

This is an on-going work as the time planning for workshops and information campaigns is different in pilot projects. IIASA will develop design of feedback forms or questionnaires and will analyze collected feedbacks. TSOs will distribute feedback forms during the workshops or information campaigns, will provide information to stakeholders on feedback options and will settle the feedback options such as an email, on-line survey or a telephone line. IIASA will start to coordinate with TSOs possibilities these steps after completion of data collection protocol. TSOs will also provide IIASA with all information about the workshops and information events, including the notes or possible recorded feedback from stakeholders during the workshop.

#### **4. Discussion and exchange of best practices identified in frames of the BESTGRID project**

The project foresees 5 large workshops with 80 participants each. The participants will come from different countries across Europe. The workshops will bring together for discussion different stakeholders such as TSOs, NGOs, public authorities, academia and others. The analysis will be mainly focused on how identified best practices are perceived by participating stakeholders. The data collection might include a round-table or a focus group discussion among involved stakeholders about the results such as identified actions, which were most efficient to deal with public awareness and public acceptance. As the number of participants to the workshops is significant it might make sense to divide participants into different working groups. Alternatively, results can be presented to stakeholders with the followed up session of questions and answers and then a podium discussion, which will bring together stakeholders from different organized stakeholders groups. As there will be different workshops in different countries it will give an opportunity to compare results for different regions but also taken into reference characteristics of the projects in these regions, special actions and characteristics of the region itself.

Next steps:

IIASA will provide input on methodology and research questions to the work being developed by Terna and will help to analyze collected feedback, based on the notes or possible recorded feedback from stakeholders during the workshops.

## **ANNEX**

### **Pilot Project Elia**

#### **Data Collection Protocol**

In frames of the BESTGRID project transmission systems operators (TSOs) and Non-Governmental Organizations (NGOs) agreed to work together and to test innovative approaches applied in four pilot projects across Europe to understand and to increase public acceptance of inhabitants of affected communities, where electricity transmission infrastructure is planned. Elia will work together with governmental institutions, public authorities and local NGOs and will draw on experience provided by other project partners such as RGI, IIASA, BirdLife, Germanwatch, TenneT, 50Hertz, National Grid

and Terna. In frames of BESTGRID Elia will also perform additional activities, which are not legally required, and a local NGO will be engaged into support of these activities.

The role of IIASA is to monitor and evaluate implementation of the actions to improve public acceptance and to speed up permitting procedures via early stakeholders engagement and early consideration of environmental concerns. The collected data are necessary to understand effects from application of the actions and to identify best practices as well as to facilitate their application in the future. Therefore, it is important that the project partners record their own actions in sufficient detail.

For this, IIASA is developing two data collection protocols. One data collection protocol targets actions, which are common in all four pilot projects. Another data collection protocol targets actions, which are specific for each pilot project. This data collection protocol is developed especially to target the actions, which are foreseen by the Work Package 3 for the pilot project of Elia. The development of two data collection protocols is foreseen during the first, planning stage of the project in the year 2013.

During the implementation stage, IIASA will work together with partners to monitor the collection of valid data and also periodically observe, as a representative of scientific community, the application of actions on public acceptance and permitting procedures, to be able to describe them accurately in the later analysis. Where necessary, IIASA will work together with project partners to amend their action plans or their data collection protocols. The time period for this stage is from January 2014 to July 2015. During the evaluation and dissemination stage, IIASA will provide analysis of collected data on public acceptance and permitting procedures from separate pilot projects. It will also support their dissemination to relevant stakeholders. The time period for this stage is from August 2014 to September 2015.

## **1. Actions to Improve Public Acceptance: Data Collection Protocol**

The actions to improve public acceptance in the pilot project of Elia includes following activities: coordinated communication approach via a detailed action plan, improved transparency via a detailed information-document, early information and involvement of representatives of local and regional governments, increased transparency and public participation.

### **1.1. Action plan to enhance public acceptance**

The action plan to enhance public acceptance was developed in the year 2013 and integrated feedback from RGI, IIASA, BirdLife and Germanwatch as well as input provided earlier in the background document of historical best practices and recommendations from NGOs. It contains four elements:

- Detailed stakeholders mapping focusing on population and public acceptance issues
- Different formats to reach out and to engage with different stakeholders groups
- Roadmap towards implementation of the action plan
- Methodology to measure success of approach chosen

The stakeholders mapping will identify all official stakeholders involved into legal process and find right persons of contact at local and regional authorities as well as at the following sectors: environmental, cultural and citizen associations involved in the region, economic actions, schools, hospitals etc. The mapping will also identify local experts on different topics such as electro magnetic fields, landscape, biodiversity, mobility etc., as well as people that could be mostly affected by the project and target groups, which might be difficult to reach. Additionally, the mapping will identify positions of stakeholders and their concerns regarding the project, as well as their recommendations and possible influence in the community.

Elia commissioned local organization IEW to conduct ten in-depth interviews with stakeholders to identify groups of stakeholders in the affected communities, their influence and concerns. IIASA will provide inputs for the questionnaire to be applied during these interviews. The questions will be of both types; with multiple choices but also semi-open questions to allow collection of in-depth information about stakeholders and their concerns. The stakeholder mapping activity is planned for January 2014, IIASA will provide input to the questionnaire prior to this time period. IEW will conduct interviews and will provide transcripts of interviews to IIASA. Prior to this Elia, IIASA and IEW arranged to have a teleconference to discuss procedure of stakeholders mapping.

### **1.2. Information document to improve transparency**

Elia will develop a detailed information-document for public, which will contain information beyond what is legally required and will establish new standards in communication with public. It will be in nice-to-read and easy-to-understand format. BBL will provide inputs to this document. The document will contain two parts. The first part will include description of general legal procedures of the project consultation, main project phases, details about different environmental assessments. The special focus will be on goals and differences between several instances for public consultation. The second part will provide information about foreseen timeline and milestones, official instances for public participation, information for additional further planned voluntary information and participation measures and contact information and details where the latest information can be accessed.

This document will be published on-line at the project homepage of Elia as well as distributed in printed form during public information events. It will be also available distributed via local authorities office and via key local points around the draft road of the project.

Elia will provide an opportunity for on-line feedback to this document such as an email address where feedback can be collected. Also it is planned to collect feedback from local NGOs and local authorities about this document, mainly through interviews. IIASA will provide inputs to questions to be raised during the interviews. Elia will organize interviews and will provide records to IIASA.

Detailed information document will be developed in collaboration with IEW and published for public in month 13.

### ***1.3. Early information and involvement of local and regional government***

Elia plans to conduct one workshop with representatives of regional and local governments. This workshop will raise awareness about the project and will support local government bodies with documents for dissemination to interested public. It will also introduce foreseen process of interactions with stakeholders to enhance transparency about planned communication concept.

The data collection measures foresee to collect feedback from regional and local government during the workshop. This will include two types of activities: notes and the questionnaire. The notes or report about the workshop, including issues and concerns raised, will be provided on the “Chatham house rules”, therefore the names of participants will not be recorded. The questionnaire might also have two forms, it could be provided in printed form to the participants of the workshop to be filled during the

workshop or the questions can be raised by moderator during the workshop and the feedback from stakeholders will be recorded.

This activity is planned for April 2014. IIASA will provide inputs to the questionnaire prior to this event. Elia will record feedback from stakeholders and will provide it to IIASA.

#### **1.4. Public participation and transparency**

Elia will organize three information events with inhabitants of affected communities and interested local NGOs representatives. These events will serve both information and consultation purposes on critical issues such as electro magnetic fields, option of underground cabling, concerns about visual amenity or effects on biodiversity. The meetings will also provide an opportunity to introduce and discuss the draft document of the environmental assessment and to collect feedback from stakeholders on it. This feedback will include collecting local knowledge and identification of local concerns.

The first information event will be organized in the month 14-16 with the goal to provide information about the project and foreseen next steps. Prior to the first information event Elia will distribute flyers in the streets in cooperation with IEW. This flyer is a part of the information document about the project, upcoming process steps and legal procedures. It will also contain information about feedback options such as email and a dedicated phone number). After the first information meeting Elia will organize an information meeting to meet with people and to personally communicate about the topics of concern.

The second information event will be organized in the month 19 on the electro magnetic fields (EMF) topic. This event will be organized by IEW and a member of the IEW federation will act as a moderator. The meeting will target following stakeholders: inhabitants of affected communities, cultural, citizen and environmental associations involved in the project area as well as local authorities. IEW will provide to stakeholders during this event information about past and planned actions, such as distributed during the first information event flyers, progress about development of the detailed information document, conducted calls and sent emails to cultural, citizen and environmental associations involved in the area. Additional information will be provided about website of the project,

newsletters, which will be send to stakeholders, and possible specific actions, which could be taken to join specific stakeholders.

The third information event will be organized in the month 20 with the focus on the results of the environmental impact assessment (EIA). This event will be organized by Elia and EIA maker (to be identified) will be invited as an independent expert and IEW will be moderating it. Prior to this event, Elia and IEW might develop a short document describing results of EIA, which could be distributed during the event. This event will target inhabitants of affected communities, citizen, cultural and environmental associations as well as local authorities. Elia will provide to stakeholders during this event information about past and planned actions, such as distributed during the first information event flyers, progress about development of the detailed information document, conducted calls and sent emails to cultural, citizen and environmental associations involved in the area. Additional information will be provided about website of the project, newsletters, which will be send to stakeholders.

For data collection of stakeholders feedback three types of activities are foreseen. The first one is to establish a feedback option, such as a clearly communicated email address, to collect feedback after first, second and third information events. There might be also an option to communicate the collected feedback during the previous information events at the follow up information events and the record reaction from stakeholders. The second one is to distribute a feedback questionnaire at the site of the information events. The third one is to record expressed concerns as well as recommendations from stakeholders. IIASA will provide input to feedback options. Elia will record feedback from stakeholders during the meetings in a form of Chatham house rule and will provide it to IIASA.

## **2. Actions to Speed Up Permitting via Early Stakeholder Engagement and Early Consideration of Environmental Concerns**

The actions to speed up permitting via early stakeholder engagement and early consideration of environmental concerns include following activities: development of an action plan for early stakeholders involvement, engagement with stakeholders to improve permitting procedures and field trip to increase positive attention for the project.

### ***2.1. Action plan for early stakeholders engagement***

The plan will provide details on how to engage with stakeholders earlier than “normally” and in new and innovative ways. It will target such stakeholders as land planning and environmental authorities and organizations representing public interest, including environmental NGOs.

The actions will include:

- Mapping of relevant stakeholders in grid planning in the region
- Suggested settings and format to engage with stakeholders
- Suggested initiation and guidance of such stakeholders groups
- Roadmap of interactions with stakeholders
- Methodology to measure success of the chosen approach

The action plan to enhance public acceptance was developed in the year 2013 and integrated feedback from RGI, IIASA, BirdLife and Germanwatch as well as input provided earlier in the background document of historical best practices and recommendations from NGOs.

The stakeholders mapping will identify all local environmental authorities and persons in charge as well as local environmental experts and NGOs. The methods of stakeholders mapping will include interviews, which will be conducted by IEW, and collection of information from different sources, such as internet, local government offices, statistical bureaus etc.

The data collection measures will include collection of feedback from land planning and environmental authorities as well as their concerns during the stakeholders mapping. The stakeholder mapping

activity is planned for January 2014, IIASA will provide input to the questionnaire prior to this time period. IEW will conduct interviews and will provide transcripts of interviews to IIASA. Prior to this Elia, IIASA and IEW arranged to have a teleconference to discuss procedure of stakeholders mapping.

## ***2.2. Actions to engage with stakeholders to improve permitting procedures***

Elia will conduct two roundtable discussions with representatives of environmental authorities, land planning authorities and relevant experts within NGOs or environmental agencies. It will include 15-20 key stakeholders to enable dialogue between participants.

The first round table discussion will be organized in the month 14 by IEW. The stakeholders identified during the stakeholders mapping will be invited. Elia will attend the discussion and the EIA maker will be invited as an independent expert. The major goals of the roundtable discussion will be focused around five guiding principles: need, transparency, engagement, environment and benefit. Speaking about transparency, the round table discussion organizers will introduce Elia and IEW and contact persons in these organizations, to introduce BESTGRID and the Elia pilot project, to introduce next steps and procedures, to collect questions, concerns and suggestions. Then the discussion will go around the need for the grid development project in this area. Speaking about benefit, Elia will inform about plans for active collaboration to the mobility management during the construction, to best possible restoration of the area around construction and to best possible integration of infrastructure to the local environment. Speaking about environment, the organizers will introduce the EIA maker and his methodology. Speaking about engagement, the organizers will provide information about opportunities for engagement at the follow up workshops with representatives of regional and local governments, first information event, public information meeting and the field trip.

The second round table will be organized around the month 18 by Elia and with IEW as moderator and an EIA maker as environmental expert. The goal of this round table discussion will be to present and to discuss the results of EIA, to adapt if necessary the methodology and the scope of EIA, to discuss challenges in planning and permitting of new grid, which could arise at later stages and could lead to delays in permitting procedures.

IEW proposes to settle a group of stakeholders, following a specific stakeholders engagement methodology developed by the “Fondation Roi Baudoin” and based on the experts panel. The experts panel will include environmental stakeholders, which will be identified during the stakeholders mapping. The goal of this activity would be to synthesize different contributions and knowledge grouped at the expert panel, to develop report for public about visions, knowledge and recommendations about opportunities, needs, problems, which might arise around such topics as biodiversity, EMF, mobility, landscape etc., to share the knowledge with an EIA maker.

Elia might subcontract independent local experts to organize and conduct round table discussions, to select stakeholders and to record their feedback. Elia will provide reports about the round table discussions to IIASA, including identified statements from stakeholders, such as their reaction to information provided by organizers and expressed questions, concerns and suggestions.

### ***2.3. Field trip to increase positive attention to the project***

Elia will organize one field trip to visit the pilot project terrain in which grid is planned. It is expected that more informal set-up of the field trip will allow to build relationships necessary for the later stages of the process. The main goals of the trip will be to provide information and understand the challenges on the group, to increase attention of public authorities to the project, to discuss environmental challenges, to estimate actions, which Elia can take to improve and secure mobility during construction, to better restore areas around construction, to better integrate infrastructure into local environment.

The data collection measures will include collection of feedback from participants of the trip, which might be in a form of notes or report about the trip including the feedback expressed or in a form of questionnaire distributed to participants during or immediately after the field trip. The report about the meeting will be placed on the website of the project.

The field trip will be organized around the month 15.

## **Pilot Project TenneT**

### **Data Collection Protocol**

In the frame of the BESTGRID project transmission systems operators (TSOs) and Non-Governmental Organizations (NGOs) have agreed to work together in order to test innovative approaches for enhancing public acceptance, taking account of public views, of electricity transmission infrastructure. The approaches will be tested in four pilot projects, or communities in Europe where transmission infrastructure is planned. TenneT will work together with governmental institutions, public authorities and local NGOs and will draw on experience provided by other project partners such as RGI, IIASA, BirdLife, Germanwatch, National Grid, 50Hertz, Elia and Terna. In frames of BESTGRID National Grid will also perform additional activities, which are not legally required, and a local NGO will be engaged into support of these activities.

The role of IIASA is to monitor and evaluate implementation of the TenneT activities that are aimed at improving public acceptance of the transmission infrastructure and expediting permitting procedures via early stakeholder engagement and early consideration of environmental and other concerns. Public acceptance can only be enhanced if the stakeholders accept the procedures, that is, consider them legitimate, fair and inclusive. IIASA's purpose is to identify best practices as well as to facilitate their application in the future. Therefore, it is important that the project partners monitor and record their actions in sufficient detail.

For this, IIASA is developing two data collection protocols. One data collection protocol targets actions, which are common in all four pilot projects. Another data collection protocol targets actions, which are specific for each pilot project. This data collection protocol is developed especially to target the actions, which are foreseen by the Work Package for the pilot project of TenneT. The development of two data collection protocols is foreseen during the first, planning stage of the project in the year 2013 and early 2014.

During the implementation stage, IIASA will work together with TenneT partners to monitor the collection of data and also periodically assess how the TenneT activities are impacting on public acceptance (of the infrastructure and the public involvement process) and permitting procedures.

Where necessary, IIASA will work together with TenneT project partners to amend their action plans or their data collection protocols. The time period for this stage is from January 2014 to July 2015.

During the evaluation and dissemination stage, IIASA will provide analysis of collected data on public acceptance and permitting procedures from separate pilot projects. It will also support their dissemination to relevant stakeholders. The time period for this stage is from January 2014 to September 2015.

## **1. Actions to Improve Public Acceptance: Data Collection Protocol**

The actions to improve public acceptance in the pilot project of TenneT includes following activities: coordinated communication approach via a detailed action plan, improved transparency via a detailed information-document, early information and involvement of representatives of local and regional governments, increased transparency and public participation.

### ***1.1. Action plan to enhance public acceptance***

The action plan to enhance public acceptance was developed in the year 2013 and integrated feedback from RGI, IIASA, BirdLife and Germanwatch as well as input provided earlier in the background document of historical best practices and recommendations from NGOs. It contains four elements:

- Detailed stakeholders mapping focusing on population and public acceptance issues
- Different formats to reach out and to engage with different stakeholders groups
- Roadmap towards implementation of the action plan
- Methodology to measure success of approach chosen

TenneT plans to conduct stakeholders mapping in three steps: stakeholders identification, stakeholders analysis and mapping and stakeholders engagement.

The stakeholders identification will provide an insight on who the project stakeholders are, as well as the existing groups and sub-groups of stakeholders. The stakeholders identification will also include geographic sphere of influence of each stakeholder, to understand major concerns of stakeholders, who will be affected by the project and how. Further on, stakeholders will be classified into groups according to their influence and concerns. And in each group a key stakeholder will be identified according to the following criteria: attitude towards the grid expansion, attitude towards the project, relevance, influence potential. The stakeholders mapping will also include stakeholders outside the project, as they might be the most critical to the project stakeholders.

The stakeholders analysis and mapping will provide a more in-depth identification how stakeholders will be affected by the project and what influence they might have. As a result of this analysis TenneT plans to find out the best stakeholders to work with and identifies key stakeholders as those actors, without those support and participation a positive development of the project is hard to achieve. The mapping itself will contain following elements: information for strategic process planning, relevance of stakeholders, strong individual actors, potential cooperation partners, relations and alliances among stakeholders, potential influence of stakeholders on the project.

The mapping will also identify interests of stakeholders and based on these interests and concerns possible ways how to engage the identified stakeholders. To be able to develop different options to engage stakeholders, the mapping will provide answer to the following questions:

- What type of stakeholder engagement is mandated by law or other requirements?
- Who will be affected by potential environmental and social impacts?
- For whom special engagement effort is necessary?
- At which planning stage of the project will stakeholders be most affected?
- What are the various interests of the stakeholders and what influence might this have on the project?
- Whose opposition can be detrimental to the success of the project?
- Who has to be engaged first and why?
- What is the optimal sequence of engagement?

TenneT understands engagement as “the process of exchanging information, listening to and learning from stakeholders - with the goal of building understanding and trust on issues of mutual interest.

IIASA will provide input to the mapping and analysis of its results based on information provided by TenneT. TenneT will organize the mapping and will analyze collected data with the help of a software tool called ARCmap.

### ***1.2. Explaining needs and benefits of the project through information materials***

TenneT will develop several documents to provide comprehensive information about the project to different groups of stakeholders. The following documents and tools to provide information are planned: project brochure, website, roll-ups etc. TenneT will also develop factsheets on the following topics: direct current transmission, underground cables versus overhead lines, necessity in terms of meeting energy requirements, public participation, planning transmission corridors and approval process, electromagnetic waves.

The press releases will be distributed regularly to the regional media. They will contain information about collaboration between TenneT and TransnetBW, planning activities, establishing of working groups, discussions with federal states, references to milestones and communication measures.

The newsletters will publish news about the grid expansion and HVDC technology, as well as details about the project. The newsletter will be sent out parallel to the opening press conference, the second newsletter will be sent parallel to the Antragskonferenz.

TenneT will provide an opportunity for on-line feedback to these documents. Also it is planned to collect feedback from stakeholders during the information events. IIASA will provide analysis of collected feedback based on information provided by TenneT.

### ***1.3. Improved transparency through communication process***

Besides above-mentioned topics, communication process will also include more general information about the project, which will be distributed to inhabitants of the affected and other involved communities. The communication process will contain press releases about the project, its relevance, benefits and needs for the project, background talks and interviews with relevant media, initial talks with the most critical stakeholders and representatives of the citizens' initiatives, which already exist in

the region, as well as discussions with official multipliers. Below is the description of three central incentives such as press releases, newsletters and video diary.

To provide information in different formats and in clear form to all stakeholders TenneT will establish a video diary, which will be available on the project website. It will record the approval process and its progress, will portray stakeholders involved into the project, will document the events, which TenneT is going to conduct, will show interviews with stakeholders, which can be multipliers of information about the project. During the construction phase, it will show reportages about everyday life and construction works along the transmission corridors.

TenneT will provide an opportunity for on-line feedback to these documents. Also it is planned to collect feedback from stakeholders during the information events. IIASA will provide analysis of collected feedback based on information provided by TenneT.

#### **1.4. Information events with inhabitants**

Five information events will be organized in different communities along the transmission corridors with the focus on the preferred corridor. The events will be organized by TenneT in cooperation with authorities of affected federal states and the Federal Network Agency (BNetzA). The goal of these events is to present and to discuss the framework conditions of the project, its goals, intended measures and possibilities for consultation process. Information about the events will be provided prior to it in the local media.

Each event will contain two parts. One part will be conducted with experts and stakeholders from politics, authorities and associations to discuss controversial aspects. The second part will be conducted with general public with the goal to establish dialogue with affected stakeholders and to collect suggestions and opinions.

During the morning of the following day, a parliamentary breakfast will be organized with representatives of federal states. This will involve regional planning stakeholders, such as local majors and councilors, and, possibly, politicians, such as parliamentary party leaders and members of regional state parliaments.

The data collection will include empirical social research and regional survey to collect feedback from inhabitants of the affected and other involved communities about such issues as the energy turnaround and the infrastructure expansion, but feedback about the actions of TenneT and the possibilities for involvement into the process. To evaluate the efficiency of the actions, survey will be conducted regularly. IIASA will provide inputs to the surveys and will analyze its results. TenneT will organize the surveys and will provide collected information to IIASA.

## **2. Actions to Speed Up Permitting via Early Stakeholder Engagement and Early Consideration of Environmental Concerns**

The actions to speed up permitting via early stakeholder engagement and early consideration of environmental concerns include following activities: development of an action plan for early stakeholders involvement, engagement with stakeholders to improve permitting procedures and field trip to increase positive attention for the project.

### ***2.1. Action plan for early stakeholders engagement***

The plan will provide details on how to engage with stakeholders earlier than “normally” and in new and innovative ways. It will target such stakeholders as land planning and environmental authorities and organizations representing public interest, including environmental NGOs.

The actions will include:

- Mapping of relevant stakeholders in grid planning in the region
- Suggested settings and format to engage with stakeholders
- Suggested initiation and guidance of such stakeholders groups
- Roadmap of interactions with stakeholders
- Methodology to measure success of the chosen approach

The action plan to enhance public acceptance was developed in the year 2013 and integrated feedback from RGI, IIASA, BirdLife and Germanwatch as well as input provided earlier in the background document of historical best practices and recommendations from NGOs.

The stakeholders mapping will identify all local environmental authorities and persons in charge as well as local environmental experts and NGOs. The methods of stakeholders mapping will include interviews and collection of information from different sources, such as internet, local government offices, statistical bureaus etc.

The data collection measures will include collection of feedback from land planning and environmental authorities as well as their concerns during the stakeholders mapping. IIASA will provide input to the stakeholders mapping and analysis of its results based on information provided by TenneT. TenneT will organize the mapping and will analyze collected data with the help of a software tool called ARCmap.

## **2.2. Actions to engage with stakeholders to improve permitting procedures**

TenneT will organize the regional state conference to provide information and to engage stakeholders from the regional and local authorities. The regional state conference will be organized prior to the regional Antragkonferenz to provide information on the power transmission corridors. The major stakeholders and recipients of this action are federal and regional authorities. The conference will be accompanied by regular briefings and discussion meetings to update authorities about activities within the project and arising concerns.

The data collection measures foresee to collect feedback from regional and local government during the regional state conference. This will include reporting and notes of the discussion. The notes and report about the regional state conference, including issues and concerns raised, will be provided on the “Chatham house rules”, therefore the names of participants will not be recorded. IIASA will provide inputs to questions raised during the conference and analysis of the discussion based on the report and notes from TenneT.

## **2.3. Editorial visits and regional press conference to increase positive attention to the project**

TenneT will organize editorial visits along the entire corridor of the project for journalists from all relevant daily newspapers.

During the press conference and public information events, which will be conducted with regular intervals, the information about preferred transmission corridor and further procedures will be presented in details. Before the press conference, public agencies and relevant stakeholders will be informed in due time about the project. Special press releases will be issued about the press conference with such information as the announcement of the corridors and presentation of the project, dates, venues and participants of the opening conference, conference outcomes and submitted applications.

The data collection measures foresee to collect feedback from journalists during the regional press conference and editorial visits. This will include reporting and notes of the questions raised by journalists. The notes and report about issues and concerns raised will be provided on the “Chatham house rules”, therefore the names of participants will not be recorded. IIASA will provide analysis of the questions, raised concerns and recommendations based on the report and notes from TenneT.

## **Pilot Project 50Hertz**

### **Data Collection Protocol**

In the frame of the BESTGRID project transmission systems operators (TSOs) and Non-Governmental Organizations (NGOs) have agreed to work together in order to test innovative approaches for enhancing public acceptance, taking account of public views, of electricity transmission infrastructure. The approaches will be tested in four pilot projects, or communities in Europe where transmission infrastructure is planned. 50Hertz will work together with governmental institutions, public authorities and local NGOs and will draw on experience provided by other project partners such as RGI, IIASA, BirdLife, Germanwatch, TenneT, 50Hertz, National Grid and Terna. In frames of BESTGRID 50Hertz will also perform additional activities, which are not legally required, and a local NGO will be engaged into support of these activities.

The role of IIASA is to monitor and evaluate implementation of the 50Hertz activities that are aimed at improving public acceptance of the transmission infrastructure and expediting permitting procedures via early stakeholder engagement and early consideration of environmental and other concerns. Public acceptance can only be enhanced if the stakeholders accept the procedures, that is, consider them legitimate, fair and inclusive. IIASA's purpose is to identify best practices as well as to facilitate their application in the future. Therefore, it is important that the project partners monitor and record their actions in sufficient detail.

For this, IIASA is developing two data collection protocols. One data collection protocol targets actions, which are common in all four pilot projects. Another data collection protocol targets actions, which are specific for each pilot project. This data collection protocol is developed especially to target the actions, which are foreseen by the Work Package 5 for the pilot project of 50Hertz. The development of two data collection protocols is foreseen during the first, planning stage of the project in the year 2013.

During the implementation stage, IIASA will work together with 50Hertz partners to monitor the collection of data and also periodically assess how the 50Hertz activities are impacting on public acceptance (of the infrastructure and the public involvement process) and permitting procedures. Where necessary, IIASA will work together with project partners to amend their action plans or their data collection protocols. The time period for this stage is from January 2014 to July 2015.

During the evaluation and dissemination stage, IIASA will provide analysis of collected data on public acceptance and permitting procedures from separate pilot projects. It will also support their

dissemination to relevant stakeholders. The time period for this stage is from August 2014 to September 2015.

### ***1. Actions to Improve Public Acceptance by Addressing Concerns Regarding Electromagnetic Fields (EMFs)***

The actions to improve public acceptance in the pilot project of 50Hertz includes following activities: coordinated communication approach via a detailed action plan, enhancement of public engagement via a mobile citizen information office, addressing stakeholders concerns regarding electromagnetic fields, information events in cooperation with representatives of the federal state of Brandenburg.

#### ***1.1. Action plan to enhance public acceptance***

The action plan to enhance public acceptance was developed in the year 2013 and integrated feedback from RGI, IIASA, BirdLife and Germanwatch as well as input provided earlier in the background document of historical best practices and recommendations from NGOs. It contains four elements:

- Detailed stakeholders mapping to identify interested and concerned persons or groups at the local level of affected communities and communities outside of the project,
- Actions to increase success of mobile citizen office in terms of public acceptance and awareness and measurements of EMF, which will be conducted either by a representative of 50Hertz or by the citizens themselves,
- Roadmap towards implementation of the new approach, developed in frames of the BESTGRID project,
- Methodology to measure success of approach chosen

The stakeholders mapping will identify interested and concerned persons and institutions, who could be important multipliers of information about the project. The stakeholder might include individual residents, citizen groups on this issue, environmental groups, cultural and citizen associations, business representatives, representatives from schools, hospitals etc. The mapping will also identify

local experts on different topics, such as electromagnetic fields, landscape, biodiversity, mobility etc., as well as people that could be mostly affected by the project and target groups, which might be difficult to reach. Additionally, the mapping will identify positions of stakeholders and their concerns regarding the project, as well as their recommendations and possible influence in the community.

The stakeholders mapping will be compiled based on interviews, beginning with stakeholders from the local administration and following by interviews with other stakeholders to be able to identify the entire range and major stakeholders groups, their influence and concerns about the project. The interviews will be conducted via a specially prepared interview protocol, which will be prepared by IIASA, with semi-open questions to elicit information on stakeholder views of the planned infrastructure, benefits and concerns. The procedure will include three steps: first, an invitation letter will be sent with information about the project, which will be prepared by 50Hertz in cooperation with IIASA. Then stakeholders will be contacted by phone for an appointment. Finally, the third stage will involve face-to-face interviews. Stakeholders will be selected according to experience of 50Hertz in the region and cooperation under previous projects following the criteria of being as representative as possible in terms of age, sex, political affiliation, income etc. The stakeholders mapping will also include results from previous work and other available information about stakeholders in the region such as published reports, statistical information, media and others.

It is planned to have 2 – 3 interviews per day, the overall number of interviews will be around 30. 50Hertz will organize the logistics of the interviews, and IIASA will provide input to the stakeholders mapping and the interview protocol. IIASA will also provide analysis of the results based on the scripts of interviews and results of stakeholders mapping provided by 50Hertz. 50Hertz will provide the results of stakeholders mapping in a form of the scripts of interviews. IIASA will map stakeholders according to their organization and level of influence and according to their concerns.

### ***1.2. Enhanced public engagement via a mobile citizen information office***

The mobile information office will serve as a local contact platform for direct dialogue with interested citizens. Its main objective is to provide information and to reach groups of stakeholders, which could be otherwise difficult to reach via standard information events. The office will provide information on

such topics as the reasons for grid expansion project and specific power lines, different technological solutions, environmental, health and other social concerns. The office will be present 15 days over a period of 6 months (early stage and next stage). The major phase will be in summer 2014. Information about mobile citizen office will be provided on the web site of 50Hertz as well as in prominent locations close to the mobile office two weeks before the office will be open to the public.

The data collection activities on feedback from stakeholders include two types of activities:

- summary of experience, including any difficulties for realization of the mobile citizen information office, required resources,
- feedback from stakeholders on usefulness of the mobile information office. There will be two alternatives to record this feedback. The first one is to develop the document with identified criteria (such as concerns about environmental impacts, for example) and then the employee of 50Hertz who will be providing information to interested inhabitants will write the number of how often the concern about this topic was expressed. The second option is to distribute a feedback form to visitors of the mobile office asking for their opinion about the usefulness of the information and any recommendations to improve it.

IIASA will develop tools to collect feedback, such as the document with identified criteria or the feedback form. 50Hertz will distribute these feedback tools to stakeholders. IIASA will provide analysis of the collected feedback.

### ***1.3. Address stakeholders concerns regarding electromagnetic fields***

In former projects it was identified that electromagnetic fields (EMF) are the major concerns for local population and the source of opposition against power lines. It is critically important for local population that official critical limits for EMF exposure in daily life are respected by project developers.

50Hertz plans three types of actions:

- to provide more information about the measurements and their results,
- to provide concrete measurements of EMF in people's daily life,
- to allow people to carry their own measurements regarding their daily exposure to EMF.

The objective of these actions is to make something technical and difficult to grasp more understandable to inhabitants. This will be done on the basis of easy-to-understand information from scientific insight of the neutral scientific organization exercising on-site EMF measurements. 50Hertz will commission a technical university to conduct the measurements. 50Hertz will cooperate with the administration, industrial and trade chambers of Brandenburg to raise awareness about activities on EMF measurements.

It is planned to organize and to conduct EMF tour according to the following time schedule:

- January – July 2014 preparation of information materials, preparation of the tour and press work,
- August – September 2014 organization of the tour,
- November 2015 analysis of experience gained during the tour and of its success, which will be followed by reports in mass media and collection of feedback from stakeholders through large-scale survey.
- Additional round of EMF tour will be scheduled for January 2015.

The data collection activities will include:

- report about experience with activities on EMF measurements, barriers for its implementation, required resources, specific concerns raised by stakeholders,
- feedback from stakeholders about the usefulness of the action. The feedback will be collected through the following options: a) telephone hotline, which was already established, to collect feedback and to answer to concerns of stakeholders, b) large-scale survey, which is planned

for December 2014 and will also include questions about other activities conducted and foreseen by 50Hertz to target public acceptance and awareness about the pilot project.

IIASA will develop questionnaire for the large-scale survey and will conduct analysis of its results. 50Hertz will organize the large-scale survey. IIASA will conduct analysis of concerns expressed by stakeholders through telephone hotline based on the records provided by 50Hertz.

#### ***1.4. Information events in cooperation with representatives of the federal state of Brandenburg***

50Hertz plans to organize two information events together with representatives of the federal state of Brandenburg. The first information event will be realized prior to mobile information office. Its goal will be to provide information about the pilot project and to define possible forms of support from the federal authorities such as media support of the mobile office information tour, contacts to important stakeholders in municipalities and authorities, which is planned for May 2014 as the 1st Roundtable. The second information event, the 2nd Roundtable, will take place after the end of the tour in January 2015. Its main goal will be to inform about experience and results from EMF measurements.

For data collection of stakeholders feedback the following activities are foreseen:

- to record expressed concerns, discussion and recommendations from stakeholders during the roundtable meetings in a form of Chatham house rule (anonymity basis),
- to set up an interactive web site to communicate the collected feedback during or after the first information event at the follow up information event and the record reaction from stakeholders

IIASA will be present at least at one of these two roundtable meetings and will record the discussion. 50Hertz will also provide additional records of the discussions. IIASA will provide analysis of the discussion.

## **2. Actions to Enhance Engagement of Relevant Environmental Stakeholders to Speed Up Permitting Procedures**

The actions to enhance engagement of relevant environmental stakeholders to speed up permitting procedures include following activities: development of an action plan to early stakeholders involvement, engagement with stakeholders to improve permitting procedures and mutual learning and sharing of the lessons learned.

### **2.1. Action plan for early stakeholders engagement**

The plan will provide details on how to engage with stakeholders earlier than “normally” to discuss challenges of balancing out environmental and social concerns related to the project. An example are concerns about EMF and requirements to move power-lines further away from settlements or to find other technical alternatives. However, moving the power lines would mean that they have to be built into nature protection areas.

The activities will target such stakeholders from land planning and environmental authorities and organizations representing public interest, including environmental NGOs.

The actions will include:

- Mapping of relevant stakeholders in the region
- Suggested settings and format to engage with stakeholders
- Suggested initiation and guidance of such stakeholders groups
- Roadmap of interactions with stakeholders
- Methodology to measure success of the chosen approach

The action plan to enhance public acceptance was developed in the year 2013 and integrated feedback from RGI, IIASA, BirdLife and Germanwatch as well as input provided earlier in the background document of historical best practices and recommendations from NGOs.

The stakeholders mapping will identify all local environmental authorities and persons in charge as well as local environmental experts and NGOs. The methods of stakeholders mapping will include interviews and collection of information from different sources, such as internet, local government offices, statistical bureaus etc.

The data collection measures will include collection of feedback from land planning and environmental authorities as well as their concerns during the stakeholders mapping.

## ***2.2. Actions to engage with stakeholders to improve permitting procedures***

50Hertz will conduct two roundtable discussions with representatives of environmental authorities, land planning authorities and relevant experts within NGOs or environmental agencies, identified during the stakeholders mapping.

These events will have a form of the round table discussions about the challenges of balancing environmental and social concerns related to EMF and to develop recommendations on how to deal with this conflict. These round table discussions will be a starting point for regular interaction between authorities, TSO and local environmental NGOs. The 1st roundtable discussion is planned for Mai 2014 and the 2nd roundtable discussion is planned for January 2015.

The data collection activities will include recording of feedback from stakeholders during the roundtable discussions, including identified statements from stakeholders, such as their reaction to information provided by organizers and expressed questions, concerns and suggestions.

IIASA will be present at least at one of these two roundtable meetings and will record the discussion. 50Hertz will also provide additional records of the discussions. IIASA will provide analysis of the discussion.

## **Pilot Project National Grid**

### **Data Collection Protocol**

In the frame of the BESTGRID project transmission systems operators (TSOs) and Non-Governmental Organizations (NGOs) have agreed to work together in order to test innovative approaches for enhancing public acceptance, taking account of public views, of electricity transmission infrastructure. The approaches will be tested in four pilot projects, or communities in Europe where transmission

infrastructure is planned. National Grid will work together with governmental institutions, public authorities and local NGOs and will draw on experience provided by other project partners such as RGI, IIASA, BirdLife, Germanwatch, TenneT, 50Hertz, Elia and Terna. In frames of BESTGRID National Grid will also perform additional activities, which are not legally required, and a local NGO will be engaged into support of these activities.

The role of IIASA is to monitor and evaluate implementation of the National Grid activities that are aimed at improving public acceptance of the transmission infrastructure and expediting permitting procedures via early stakeholder engagement and early consideration of environmental and other concerns. Public acceptance can only be enhanced if the stakeholders accept the procedures, that is, consider them legitimate, fair and inclusive. IIASA's purpose is to identify best practices as well as to facilitate their application in the future. Therefore, it is important that the project partners monitor and record their actions in sufficient detail.

For this, IIASA is developing two data collection protocols. One data collection protocol targets actions, which are common in all four pilot projects. Another data collection protocol targets actions, which are specific for each pilot project. This data collection protocol is developed especially to target the actions, which are foreseen by the Work Package for the pilot project of National Grid. The development of two data collection protocols is foreseen during the first, planning stage of the project in the year 2013 and early 2014.

During the implementation stage, IIASA will work together with National Grid partners to monitor the collection of data and also periodically assess how the National Grid activities are impacting on public acceptance (of the infrastructure and the public involvement process) and permitting procedures. Where necessary, IIASA will work together with project partners to amend their action plans or their data collection protocols. The time period for this stage is from January 2014 to July 2015.

During the evaluation and dissemination stage, IIASA will provide analysis of collected data on public acceptance and permitting procedures from separate pilot projects. It will also support their dissemination to relevant stakeholders. The time period for this stage is from January 2014 to September 2015.

## **1. Identification of good and bad practices based on previous experience and projects**

This task will include following research and data collection activities:

- review and analysis of cases where National Grid's approach has been applied,
- review and analysis of Nemo and NSN cases

The realization of this task will include two phases: the first phase on review and analysis of case studies, and the second phase based on stakeholders dialogue.

The aim of these activities will be to identify good practice, which actions worked well, the reasons for this and how the actions were implemented as well as to develop recommendations for how these actions can be further improved. The best case review and analysis will serve as a basis for identification of methods, approaches and ideas for transfer of the “marine / coastal approach”. Further on, based on the review and analysis of above-mentioned cases, recommendations will be developed on how to improve or adjust actions on public acceptance and awareness, which were previously implemented. These recommendations will be summarized in a separate report.

The second phase will include feedback from relevant stakeholders on identified good and bad practices as well as their recommendations. The stakeholders dialogue will include following stakeholders. Firstly, it will target internal stakeholders of National Grid from both regulated and non-regulated businesses. Then, it will target external stakeholders, identified during previous projects of National Grid such as local and national authorities, representatives of civil society and environment interest groups.

The stakeholders dialogue will include following steps: stakeholders mapping, in-depth interviews and a mini-workshop.

- Stakeholders mapping based, first, on identification of relevant stakeholders within National Grid, who are familiar with projects that applied "Our approach" methodology and/or Nemo/NSN. Second, stakeholders mapping will include feedback from identified stakeholders about which additional stakeholders, which can be involved, their interests and concerns, form of organization and influence within the region.
- In-depth interviews with stakeholders about good practices and recommendations for implementation of good practices and improvement of existing practices.
- Mini-workshop or a round table discussion, which will be conducted with the organized stakeholders.

IIASA will provide methodology for stakeholders mapping and will analyze the received results from interviews. National Grid will provide the scripts of interviews. Based on these scripts IIASA will map stakeholders according to their organization and concerns. IIASA will also provide protocols for interviews and will analyze their results. In case if possible IIASA will be present during the round table discussion or the mini-workshop to record the discussion, concerns from stakeholders and recommendations.

### ***1.2 Development of "Our approach for marine/coastal projects"***

Based on dialogue with stakeholders to identify:

- elements and methodologies, which should be employed within a marine and coastal context
- elements which may not be transferable
- new methodologies or approached which previously were not applied or discussed

The stakeholders dialogue will focus on the following typical marine and coastal stakeholders groups, among other such as: Natural England (terrestrial branch), Natural England (marine branch), JNCC (in charge of marine environment up to 'median' line), Trinity House (lighthouses), harbor masters/port authorities, coastguard (shipping), Crown Estates, Ifcos (Inshore fisheries and conservation),

Wildlife/sealife trusts , other asset owners, Ministry of Defence (MOD). The full list of relevant stakeholders will be identified via a stakeholder mapping - information on stakeholders with whom to engage shall be obtained from NG representatives that have worked on Nemo/NSN or other relevant projects and from the external stakeholders that were engaged under task 1 by using “snowballing” approach.

The identified stakeholders will be invited to participate in the facilitated workshop. During this workshop a representative of the National Grid will present current approach of the National Grid, followed by the presentation of existing best practices from stakeholders. Further on, the discussion will be organized will all participating stakeholders about how to transfer the existing best practices and how to adjust the existing approach of the National Grid taken into reference the needs of the marine and coastal environment.

National Grid will organize the workshop and will subcontract a moderator or an expert who is familiar with the challenges of stakeholders engagement in relations to grid development and has experience in moderating round table discussions. If possible, IIASA will be present during the discussion to record it and to analyze expressed recommendations and discussed best practices.

### ***1.3. Develop recommendations on how to speed up permitting procedures on interconnector/international projects while adhering to and exceeding environmental protection standards***

This task will include a detailed review of the cross-border jurisdiction component of different existing cases. The goal of this task is to find out:

- Which permitting procedures and actions worked well?
- What were the challenges for their implementation?
- How can these procedures be further improved or streamlined?

This task will be also based on stakeholders dialogue with two goals. First, to formulate practical methods for enhanced international and international jurisdictional cooperation to ensure

environmental assessments, which are aligned and worked on collaboratively to facilitate a quicker and more uniform approach. Second, to develop recommendations on how to deal with the challenges that result from the timing requirements introduced via the TEN-E regulation for PCIs and what are the requirements and necessary conditions to achieve this.

Especially challenging of this pilot is that it includes an interconnection project and thus needs to deal with jurisdiction and stakeholders from different countries. The dialogue will include the following stakeholders such as Nemo (UK-Belgium), UK-Scotland connection (Western Link), members of project teams, representatives of permitting authorities involved, representatives of statutory nature conservation bodies, nature protection NGOs and potentially one additional case out of the portfolio of the BESTGRID partners.

IIASA will support National Grid in recording and analysis of the stakeholders feedback as well as in formulation of the recommendations.