



The activation of the One Stop Shop of the City of Padova



Questo progetto è stato finanziato dal programma di
ricerca e innovazione Horizon 2020 dell'Unione Europea
con l'accordo di sovvenzione n. 847143.

The One Stop Shop of the city Padova

AN OPERATIONAL ARM OF THE MUNICIPALITY



The Sustainable Energy and Climate Action Plan, approved in June 2021, is the programmatic tool that outlines the municipality's sustainability strategy with a 2030 horizon. It addresses both mitigation and adaptation. It has been developed into 6 macro-areas, grouping homogeneous actions by focus area.



The activation of the One Stop Shop was included in Chapter 2. "Actions to promote energy efficiency in public and private buildings."



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THE ONE STOP SHOP CONCEPT



- ✓ This is a recent concept with no single definition
- ✓ All OSS provide services to citizens aimed at energy refurbishment and combining supply and demand
- ✓ They differ in nature, services provided, resources available



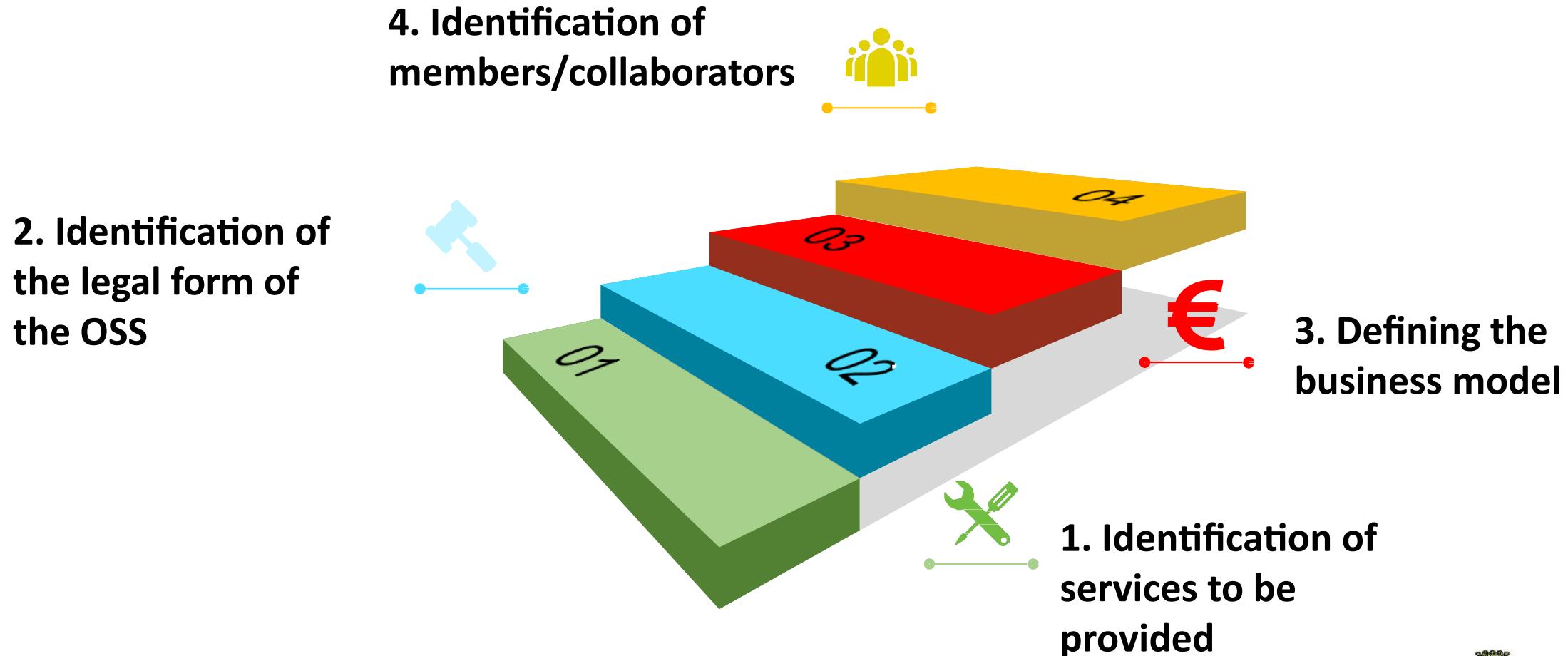
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THE PATH



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FROM WHERE WE STARTED



2021

Activation of the Energy Saving Desk

- >Active from February 2021, 2 days a week
- >More than 12,500 website visits
- >Approximately 650 technical phone appointments
- >More than 80 technical communications via email
- >Approximately 300 people involved during organized events



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THE ENERGY DESK



**ACTIVATED IN
FEBRUARY 2021, THE
SERVICE PROVIDES:**



**Technical advice
by telephone from
qualified
personnel**



**Drafting of
informational
materials**
(fact sheets, newsletters,
posts and publications)



**Advice and
insights
via e-mail**



**Stands during
local fairs and
information
evenings**



**Reporting and
monitoring
of the service**



**Engagement and
dissemination
activities**



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THE COMMUNICATION CAMPAIGN



Roll-up



Advertisement on tram



Leaflets



Posters



Street posters



Street posters



Stand



Information evenings



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USER REQUESTS



Main interest:

-INCENTIVES
-ENERGY
COMMUNITIES
-ENERGY BILLS

ACCESS TO DOCUMENTS

- Waiting times and progress of requests for access to documents
- Methods of requesting access to documents

COLLABORATION WITH THE PRIVATE BUILDINGS DEPARTMENT

SISMABONUS:

- Differences between seismbonus and supersismabonus
- Cumulability with other building bonuses
- Ways and procedures for accessing SiSmabonus
- Submission of building documentation

SUPERBONUS 110:

- Combination of leading and trailing interventions
- Difference between direct deduction, invoice discount and credit assignment
- Responsibilities of different parties
- Amnesties for the purpose of obtaining 110%
- Definition of building type
- Simplifications Decree
- Use of price lists
- Calculation of expenditure cap
- Completion of the CILA-Superbonus and any other construction paperwork
- New deadlines and management of state of progress of works

OTHER TOPICS:

- Ecobonus 65% (how to submit documentation ENEA)
- Renovation bonus 50%
- Furniture bonus
- Architectural barriers bonus
- Submission of building practices for the different types of intervention
- Methods, procedures and deductions photovoltaic system installation (on-site exchange and practices with the GSE)
- Methods of payment of works (the "talking transfers")
- First home purchase bonus
- Help in reading energy bills and methods to reduce consumption



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USER REQUESTS



EVOLUTION OF THE TYPE OF USER

Progressively there has been a change in the type of users who have approached the Energy Desk:

February 2021 to February 2022:

65% private users
35% industry technicians

From March 2022 to present:

26% private users
74% industry technicians

REQUEST FOR LISTS OF COMPANIES AND TECHNICIANS

One particular request received from users is the availability of having a list of:

- construction companies;
- companies supplying construction materials and technology;
- professionals (surveyors, engineers and architects);
- credit transfer institutions (banks, Italian Post Office and insurance companies).



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KEY RESULTS



More than 3.600.000 € of investment triggered:

- about 1.600.000 € invested in 16 projects now concluded
- about 2.040.000 € invested in 20 ongoing projects

35/36 have benefited/will benefit from bonuses or tax rebate to finance the energy efficiency intervention

Over 86% of the respondents would recommend contacting the Info desk, 34% of these with great conviction

More than 65% of respondents was aware of the Info desk thanks to internet and webpages

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WITH WHOM WE COLLABORATE

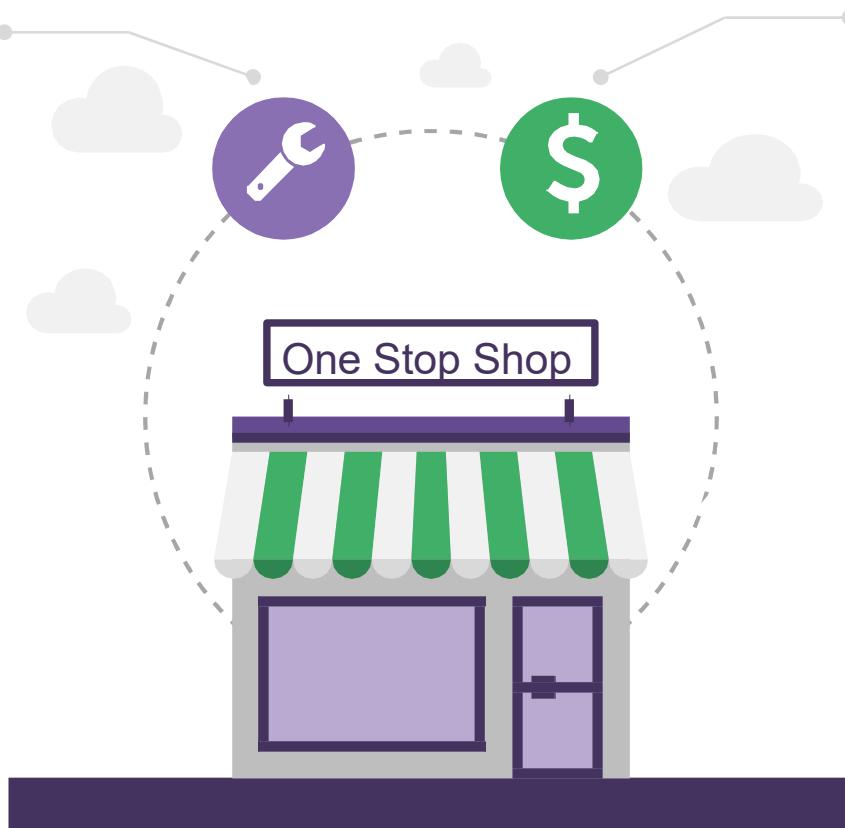


Importance of stakeholder engagement

- Understand local market dynamics
- Verify existence of similar services (alternative or complementary to OSS)
- Assess potential synergies

Technical Stakeholders

Trade associations & businesses
Professional Associations & Professionals
Industry associations
University of Padua
Chamber of Commerce



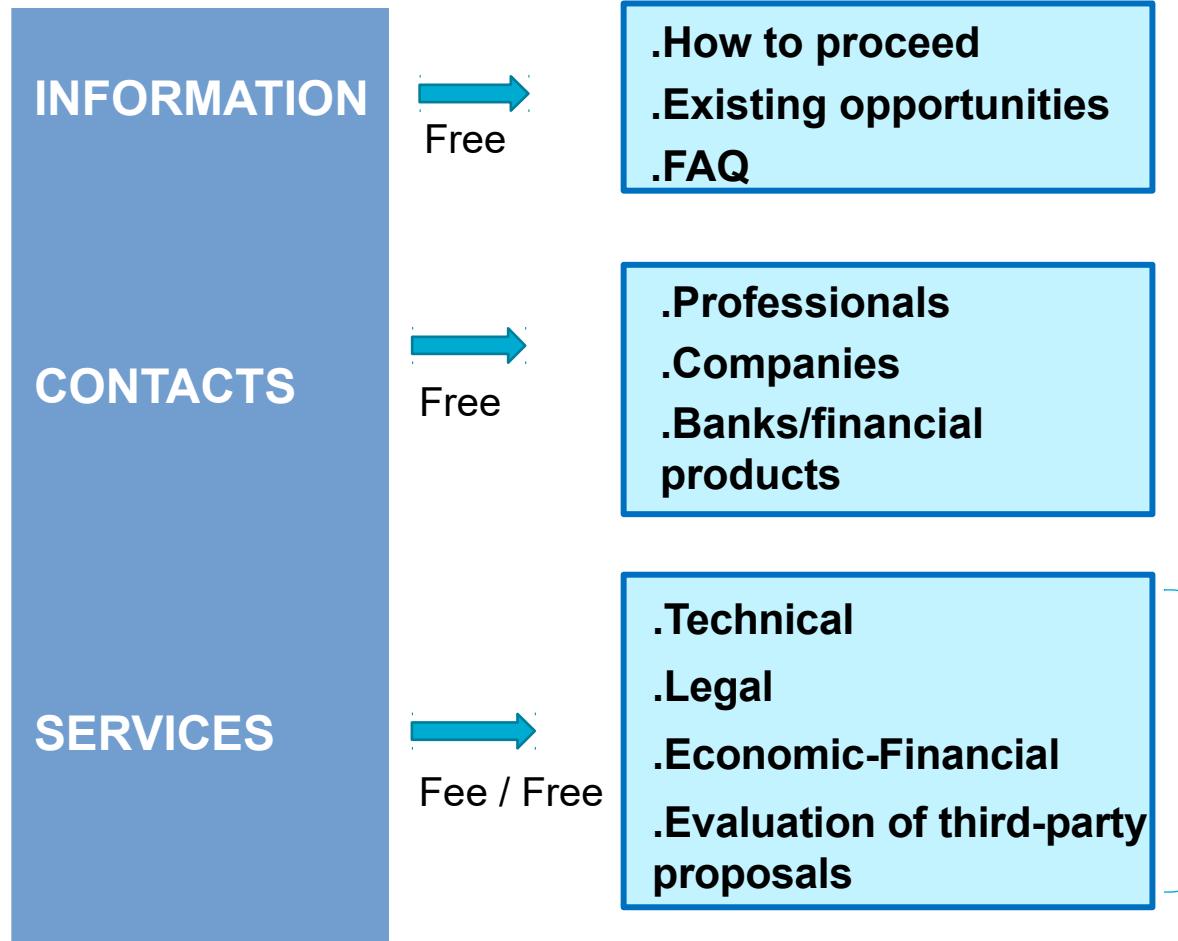
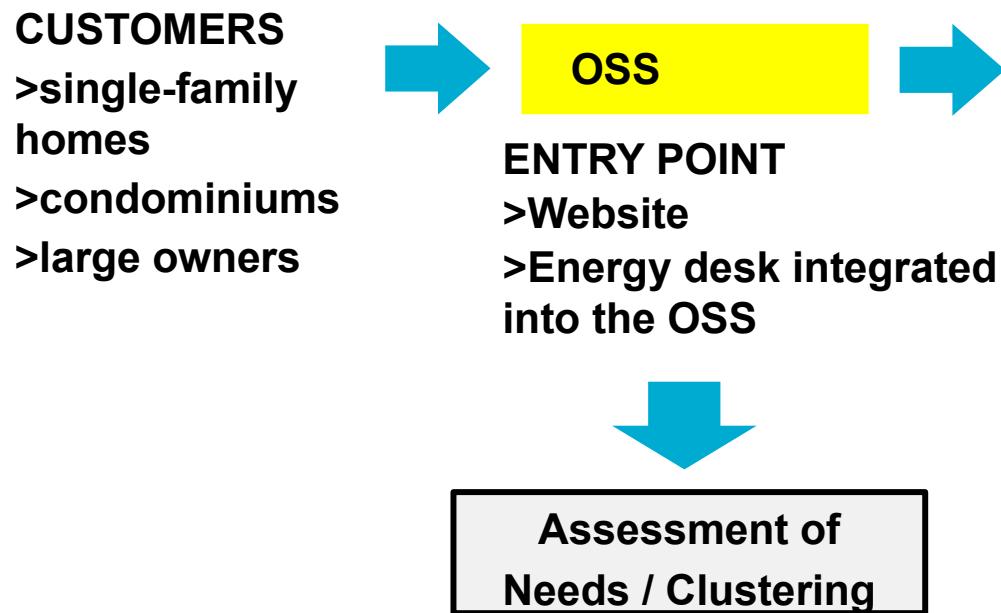
Financial Stakeholders

Credit institutions
Insurance institutions
ESCo



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A NEW WEB PORTAL



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THE SERVICES OFFERED



Main topics

- 1.Energy communities
- 2.Energy poverty

Type of services

INFORMATION AND AWARENESS ACTIVITIES

Beneficiaries: all

Type of service: information and contacts

TECHNICAL SERVICES ON REQUEST

Beneficiaries: at the request of end users (individual users) or at the initiative of the OSS for specific categories

Type of service: pre-feasibility studies, third-party evaluations

MAJOR RENOVATION PROGRAMS

Beneficiaries: mainly for energy communities (multi-user)

Service type: prefeasibility, technical and financial assessments, energy monitoring



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LONG TERM SUSTAINABILITY



COSTS

- >Staff costs [facilitators, experts]
- >Space rental
- >Communication and marketing campaigns
- >Technical tools
- >Dedicated website and maintenance
- >Administrative costs

BALANCE

REVENUES

CUSTOMER SERVICES

Applying a fee for technical services

OTHER FUNDS

Sponsorships
EU projects
EIB funds/technical assistance
ERDF funds
NRP Funds



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WHERE ARE WE GOING



Approval of the SECAP. One Stop Shop as a pillar of chapter 2.

2021
February

2021
June

2022
April

2022
November

2022-
2030

Launch of the
One Stop
Shop

Padova is among the 100
cities in the Climate
Neutral Cities Mission

The One Stop Shop
as an operational
arm for climate
neutrality



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PADOVA FIT EXPANDED

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