

D6.4

REPORT ON THE

PROVISION OF

INTEGRATED ENERGY

SERVICES



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1. INTRODUCTION

The document describes the renovation journey supported by the OSS of Padova, Timisoara and EAP. In all cases, the journey starts from the initial contact with the final user and the evaluation of the needs of the client. Several services are provided by the OSS: information, technical, financial and even legal support is guaranteed to homeowners.

The document takes inspiration from **D6.2 “Report on the final version of the process of integrated service provisioning”** but looks at greater detail on the services provided to the end users. The services have been divided in few categories:

- services provided directly by the OSS
 - citizens engagement and awareness raising
 - initial diagnosis
 - renovation measures
- involvement of the technical supply chain and related services
- involvement of the financial supply chain and related services
- quality assurance and customer satisfaction (this part has been furtherly developed in **D6.5 “Report on service provision monitoring activities”**)



2. THE OSS OF THE MUNICIPALITY OF PADOVA

The renovation journey: the initial contact and clustering of final users

The service offered by the One Stop Shop in Padova involves the initial assessment of the landlord. This evaluation takes place through a telephone consultation, during which the client's real needs are explored and the most suitable services are assessed. This phase often includes a light diagnosis of the building, starting from the reading of bills and arriving at a more precise assessment of the applicant's technical and socio-economic characteristics.

The dedicated website (www.sportelloenergiapadova.it) is the main entry point of the OSS. It has been designed to offer an information service to citizens, but also to other operators in the sector (condominium administrators, professionals, companies, etc.). The website is the main contact point for all issues related to:

- how to reduce energy consumption and save on the bill,
- which technologies to choose for energy efficiency interventions and the production of energy from renewable sources,
- how to benefit from existing forms of tax incentives and how to finance interventions.

The Energy desk is the first step in the energy refurbishment process of the building. The citizen who obtains the advice of the Energy desk can take more informed decisions and therefore manages to talk with the right actors in the supply chain (professionals, companies, etc.).

Since the launch of the website, more than 12,000 contacts have been achieved.

The Energy desk has been also designed to provide technical and financial consultancy services. These services are provided through a phone call appointment, which guarantees a maximum number of 20 reservations/week.

The Energy desk service intends to solve one of the main problems of the process of energy refurbishment of buildings: the lack of knowledge of the existing opportunities both at a technical level (what interventions can I take to reduce the cost of the energy bill?), and at the financial level. This information channel made available by the Municipality should increase the interest and awareness of citizens, favoring more interventions on the territory. Days and times for the telephone appointment: Tuesday, from 9.00 to 14.00; Thursday, from 12.00 to 17.00.



The Municipality of Padova has worked hard on the communication front, using various tools (digital and physical) to reach the widest possible audience of citizens. A summary of the tools and results achieved is included in **Deliverable D6.3 "Report on the citizens-OSS contacts"**. Thanks to this massive and continuous communication campaign, the number of customers of the One Stop Shop/Energy Desk was very high, with more than 650 technical telephone consultations provided.

Sportello Energia Padova

Un nuovo servizio di consulenza gratuito dedicato ai residenti del Comune di Padova

Il Comune di Padova ha attivato lo Sportello Energia Padova: un nuovo servizio informatico e di consulenza fruibile in forma gratuita su appuntamento telefonico, per promuovere la riduzione dei consumi energetici, gli interventi di riqualificazione energetica, l'accesso alle forme di incentivazione fiscale e gli aspetti edilizio-urbanistici da considerare.

Scopri di più



A chi si rivolge



Proprietari immobiliari
e affittuari



Amministratori
di condominio



Professionisti
del settore

A webpage from the OSS website (<https://www.sportelloenergiapadova.it/sportello-energia/>) with the access to the Energy Desk consultant services

The services provided by the Energy Desk

- Support the client in reducing the energy consumption of the building and improve the comfort
- Support the client in saving on the energy bills, even providing for additional services made available by the national Agency for the Regulation of the Energy Market (ARERA), <https://www.ilportaleofferte.it/portaleOfferte/>
- Support the client in choosing the best available technologies for energy efficiency interventions and the production of energy from renewable sources
- Support the client in benefiting from existing tax incentives and how to finance interventions
- Support the client in getting in contact with professionals, companies and banks
- Support to the building managers to assist the tenants in the energy renovation of the building
- Support the building managers in evaluating the various steps to benefit from building bonuses
- Support the building managers to propose the installation of a photovoltaic system with collective self-consumption in condominiums
- Support the building managers in requesting the participation of one of the technicians/facilitators of the Energy Desk at a condominium assemblies
- Support to professionals in being updated on the latest regulations on building bonuses
- Support to professionals in knowing which regulations apply in the Municipality of Padova



- Support to professionals in evaluating the best technological solutions with technical experts

Main topics covered by the Energy Desk

The main inquiries received from users of the Energy Desk/OSS concerned the technical, regulatory, fiscal, and procedural areas within the energy field. Specifically, the 3 macro-topics covered were:

- **The implementation of renovation, energy and seismic upgrading of single-family, multi-family and condominium buildings** (564 appointments, 87%). The questions received concerned:
 - the authorization process (what is the correct building file to be submitted, updating of the file for access to deeds, need to apply for landscape authorization, etc.),
 - regulatory references (for example, in the last two years 20 legislative/ministerial decrees concerning the access to the "Superbonus 110%" incentive were submitted),
 - the fiscal sphere (access to national and local tax incentives, payment and deduction methods, cumulability of incentives, transfer of credit and invoice discount, etc.),
 - the technical sphere (best technology on the market, technological innovation, plant specificities, most appropriate insulation material, etc.),
 - the economic sphere (economic feasibility of the intervention, possible cost of the intervention, payback period of the intervention, market price trends, etc.).
- **News and information related to the world of energy and environmental sustainability**, e.g., some consultations dealt with sustainable mobility systems, air pollution reduction systems, limitation to the use of wood biomass heating systems, energy communities, etc.: 49 appointments (8%)
- **The analysis of energy rates and bills** with price comparison through the ARERA portal <https://www.ilportaleofferte.it/portaleOfferte/> : 32 appointments (5%).

With regard to renovation, energy and seismic upgrading of single-family, multi-family and condominium buildings, the technical issues mainly concerned:

- the installation of photovoltaic systems with storage, including in condominiums and preparatory to the installation of charging systems for electric vehicles,
- thermal insulation of the envelope, with particular attention to the choice of material meeting the minimum environmental criteria (MEC)
- the renovation of the winter and summer air conditioning system through the installation of centralized heat pumps to replace more traditional systems such as natural gas boilers.

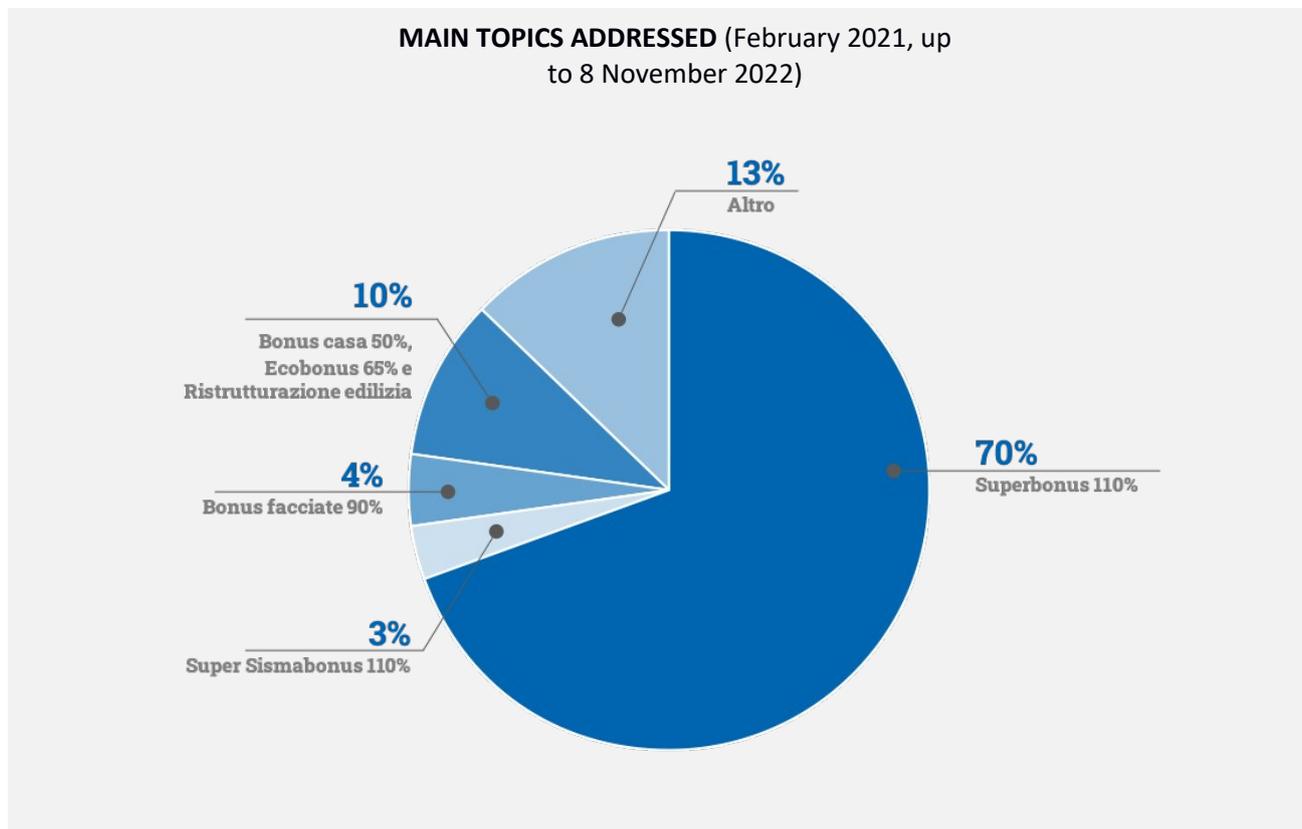
These were joined by requests for technical information regarding less common systems such as thermal insulation with nanotechnology, home automation systems, domestic micro wind and domestic geothermal systems.

Finally, during the last few months of the Energy Desk/OSS, users have expressed a great deal of curiosity about two new topics: renewable energy communities (RECs) and collective self-consumption in which citizens, businesses, local public administrations, and small/medium enterprises decide to join forces with the aim of producing, exchanging, and consuming energy from renewable sources on a local scale.

A recurring and cross-cutting request, of high interest to the users of the Energy Desk/OSS, concerned the possibility of having available a list of names, drawn up directly by the Public Administration and relating to



construction companies, companies supplying building materials and technology, professionals such as surveyors, engineers and architects, and institutions for the transfer of credit (e.g., banks). This request stems from the difficulty of independently finding trusted and certified local companies and suppliers and seeing the PA as a reliable entity, close to the citizen and able to guarantee quality.



Out of the total number of users who approached the OSS/Energy Desk service, amounting to 548 people, 84% (459 people) did so once, requesting a single consultation in order to answer a very specific doubt. The remaining 16% of users approached the Help Desk several times (from 2 to 8 separate consultations) in order to further investigate the topic and address different stages of the energy efficiency process or, in the case of technicians, to analyze different cases together.

The OSS/Energy Desk helped users at different stages recorded as follows:

PHASE	Nr. consulting	% out of the total
1 Information and pre-feasibility analysis of the intervention	443	68%
2 Submission of the authorization file to the Municipality	163	25%
3 Construction site of the intervention	33	5%
4 Financial reporting of the intervention	13	2%
TOTAL	652	100%

The renovation journey: targeted and integrated services to the clients

As described in deliverable **D6.2 “Report on the final version of the integrated service delivery process”**, the Padova OSS provides a wide range of information, technical and financial services. The services are divided into three macro-categories:

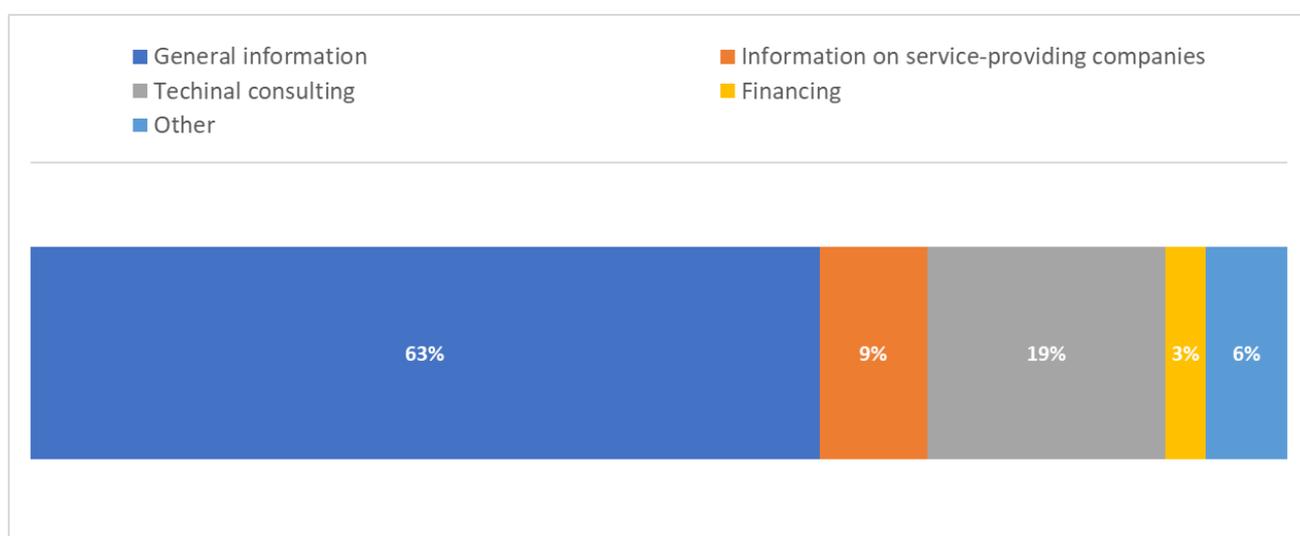
- **Information access and communication services.** It aims to facilitate information access to all customers interested in energy efficiency and home renovation (homeowners, professionals, market operators, etc.). This “services package” is already active in the form of an Energy Help Desk / Sportello Energia. It represents an advanced information service offered through various channels (by phone, website, communication campaigns). Through the Help Desk, customers are guided in their home renovation process and can access in one place multiple information about technical and financial solutions already delivered in the market. Additionally, customers through the updated help desk can get access to a list of market players (engineers, architects, construction companies, technologies providers, banks and financial institutions). Market operators are presented and evaluated according to common criteria fixed by the OSS in order to support homeowners in selecting the best option for their works. This service package is offered for free.
- **Technical and financial consultant services.** This “services package” aims to offer technical and financial consulting services that are not available on the market. The feasibility analysis aims at supporting and convincing homeowners to start a home renovation. It highlights technical solutions, related costs, energy savings and the evaluation of financial, and fiscal instruments available. The third-party contract review service aims to guarantee the quality of third-party home renovation offers, overcoming technical barriers and assuring transparency (Superbonus 110%, EPCs). Consultant services for Energy community setup aim to support energy communities and collective self-consumption, including technical and financial feasibility analysis, legal support and community management. Those services are delivered on request by asking for a fee (for certain users) or for free (for families in energy poverty conditions), starting from 2023.
- **Bundling of home renovation projects addressing specific social groups.** The third group of services refers to large home renovation projects. It aims to increase the quality of work, reduce costs and attract investors by bundling multiple projects. Those services address specific target customers, such as families in energy poverty conditions, and specific projects, such as energy communities, urban regeneration projects, and large social housing compounds. In this case, services are not open to all customers and citizens. Target clients, sets of buildings, communities and urban areas are pre-selected by the Municipality of Padova. The OSS will organize targeted information and communication campaigns. Customers can show their interest during events or through the OSS website. This package entails three interconnected services: 1. technical and financial feasibility analysis (orientation phase); third-party contract review services (quality of work guarantee); and 3. monitoring and follow-up services (energy savings guarantee). Those services are delivered on request by asking for a fee or for free for certain user categories (e.g. families in energy poverty), starting from 2024.

Looking at citizen requests to the Energy Desk, the main interest of citizens was in general information regarding home renovation, renovation procedures, law requirements, and public funds supporting energy efficiency interventions. Some requests also concerned *Sismabonus* and the possibility of combining it with the *Superbonus*. This highlights a high interest in accessing clear and reliable information in an easy way, due to informative gaps and a general lack of knowledge. 19% of those who reached the Energy Help Desk asked



for more technical and specific advice, mostly regarding technological solutions for renewable energy production, wall and windows insulation, and high-performance heating, cooling and ventilation systems. In addition, there was a considerable demand for tailored and specific advice on the actual procedures to be followed taking into account the specific case of individual citizens and homes. Technical advice also regards information concerning energy audit and building inspection services. 9% of the citizens asked for support in finding qualified market players who can carry on renovation work, underlining that the ease of connection between demand and supply is indeed crucial for citizen. The opportunity of receiving neutral advice from a reliable third party is seen as more convincing and secure and public authorities can easily fulfil this role through a structured service as an OSS. 3% asked for financial advice, with most of the questions referring to banks’ financing programs and instruments, public funds, and tax rebates. Some users were also professionals, such as architects, engineers, and construction companies interested in accessing information related to the Superbonus 110% to enhance their technical offers or improve their services.

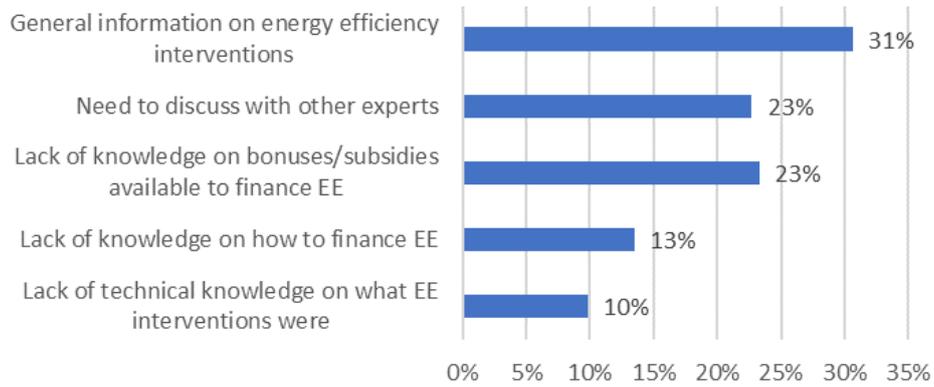
Citizen requests to Energy Help Desk



Looking at the reasons that led citizens to reach the Energy Help Desk, or that will drive them to do it again, there is a general lack of knowledge on energy efficiency interventions (31%), followed by the need to deepen the connection with experts (23%). Almost one-third of citizens were looking for financial information and assistance, both on bonuses and subsidies available for energy efficiency interventions (23%), financial instruments available (13%), and the lack of technical knowledge on what energy efficiency interventions were (10%). In this respect, other reasons that drove citizens to the info desk were the difficulties in compiling all the bureaucratic documentation and the possibility to reduce costs.

Reasons to contact again the Energy Help Desk

For which of these reasons did you/would you contact the information desk again?



As illustrated by the following picture, the renovation journey is quite well described in the OSS website. Each phase of the process is covered, providing additional and specific services.





1) La decisione

A differenza dell'edificio unifamiliare, dove la decisione di procedere con la riqualificazione energetica è individuale, in un edificio condominiale è necessario trovare un consenso in assemblea.

APPROFONDISCI

SCOPRI I TUOI CONSUMI ENERGETICI

VALUTA I TUOI CONSUMI ENERGETICI



2) La valutazione di pre-fattibilità

Si tratta di un documento redatto da un professionista abilitato, che serve a verificare se eventuali interventi di riqualificazione energetica possano essere realizzati nell'immobile, beneficiando delle detrazioni fiscali esistenti. Prevede l'acquisizione di documenti sul fabbricato e la realizzazione di un primo sopralluogo e verifiche preliminari.

CERCA UN PROFESSIONISTA ABILITATO



3) La verifica di conformità edilizia e urbanistica

Ogni intervento edilizio deve essere anticipato dalla verifica dello stato di legittimità e di conformità dell'immobile. L'accertamento di conformità si ottiene attraverso la verifica del titolo edilizio. Prenota un appuntamento con lo Sportello Unico Edilizia del Comune di Padova per accedere ai tuoi atti di edilizia residenziale.

PRENOTA UN APPUNTAMENTO PER L'ACCESSO AGLI ATTI



4) La progettazione

Il progetto, redatto da un professionista abilitato, può includere l'Attestato di Prestazione Energetica ante e post intervento, l'eventuale Diagnosi Energetica, la definizione degli interventi di riqualificazione energetica e la relazione L.10/91 da allegare alla pratica da presentare in Comune. Il progetto può includere una valutazione delle opzioni fiscali ed economiche per finanziare gli interventi.

SCOPRI QUALI PRATICHE EDILIZIE PRESENTARE AL COMUNE

PRENOTA UN APPUNTAMENTO CON LO SPORTELLO UNICO PER L'EDILIZIA



5) La realizzazione dei lavori

In seguito alla valutazione delle migliori opzioni tecniche ed economico-finanziarie si procede con la scelta dei fornitori e la realizzazione dei computi metrici estimativi.

VUOI UN SUPPORTO NELLA SCELTA DELL'IMPRESA?



6) La gestione dei pagamenti e dei bonus fiscali

Per fruire dei bonus edilizi è necessario gestire correttamente i pagamenti verso i fornitori ed inviare la documentazione ad ENEA e Agenzia delle Entrate. I tecnici incaricati dovranno produrre specifiche asseverazioni ed il visto di conformità. Se si intende usufruire della cessione del credito è possibile utilizzare il servizio SiBonus di Infocamere oppure contattare un cessionario.

SCOPRI COME GESTIRE IL CREDITO FISCALE

INVIA I DOCUMENTI AD ENEA

INVIA I DOCUMENTI AD AGENZIA DELLE ENTRATE

ACCEDI ALLA PIATTAFORMA SIBONUS

A webpage from the OSS website (<https://www.sportelloenergiapadova.it/servizi/>) describing the energy renovation journey and providing for additional services

The services provided by the One Stop Shop

- Support to the client in understanding the process behind the energy refurbishment of the building stock
- Provide all services in a single point (even the external ones)
- Connect the information services provided by the Municipal Energy Desk with the technical and financial services provided by the local stakeholders (professional orders, trade associations, banks)



Step 1. The decision-making

Unlike a single-family building, where the decision to proceed with energy upgrading is an individual one, in a condominium building a consensus must be reached in the assembly.

The services provided by the One Stop Shop

- Support the condominiums in understanding the decision making process in case of energy renovation projects, https://www.sportelloenergiapadova.it/wp-content/uploads/2022/11/assemblea_condominiale-2.pdf
- Support the client in collecting real energy data (electric consumptions and gas consumptions about the apartment or the condominium), <https://www.consumienergia.it/portaleConsumi/>
- Support the client in evaluating the current situation of the building concerning the energy consumption and the need of refurbishment, <http://www.portale4e.it/4Ecasa/gioco1.aspx>

Step 2 – The prefeasibility study

This is a document drawn up by a qualified professional, which serves to verify whether any energy upgrading work can be carried out on the building, benefiting from existing tax deductions. It envisages the acquisition of documents on the building and the carrying out of an initial inspection and preliminary checks.

The services provided by the One Stop Shop

- Support the client in understanding the role and the activities carried out by each professional category
- Support the client in involving the right professional in the renovation process
- Support the client in understanding the quality criteria for the selection of the professionals
- Support the client in finding a professional in the territory

3) Verification of building and town-planning conformity

Any building intervention must be preceded by verification of the building's state of legitimacy and conformity. Verification of conformity is obtained through verification of the building title.

The services provided by the One Stop Shop

- Support the client in accessing the information desk of the Municipality of Padova for access to building documents, <https://cup.comune.padova.it/agende/sportello-unico-edilizia/accesso-agli-atti-edilizia-residenziale>



4) Design

The project, drawn up by a qualified professional, may include the Energy Performance Certificate before and after the intervention, any Energy Diagnosis, the definition of energy requalification interventions and the L.10/91 report to be attached to the file to be presented to the Municipality. The project may include an evaluation of fiscal and economic options to finance the interventions.

The services provided by the One Stop Shop

- Support the client in the building paperwork to be submitted to the municipality. For each type of energy refurbishment project there is a specific building paperwork and a specific procedure for obtaining the authorisation to proceed. In some specific cases (e.g. for buildings in historical centres, additional documentation is required), <https://www.padovanet.it/ambiente-e-territorio/procedimenti-sue>
- Support the client in accessing the information desk of the Municipality of Padova for the presentation of the building paperwork, <https://cup.comune.padova.it/agende/sportello-unico-edilizia>

5) The execution of the works

Following the evaluation of the best technical and economic-financial options, we proceed with the choice of suppliers and the realisation of the estimated metric calculations.

The services provided by the One Stop Shop

- Support the client in evaluating the building companies providing for offers
- Support the client in finding available companies from the territory
- Support the client in connecting with the trade associations' lists of certified companies or in receiving advices in the contractual phase
- Support the client in evaluating the different financing options and the related pro and cons

6) Managing payments and tax bonuses

In order to benefit from building bonuses, it is necessary to correctly manage payments to suppliers and send documentation to ENEA and the national Revenue Agency. The appointed technicians will have to produce specific asseverations and the compliance visa. If you intend to take advantage of the credit transfer, you can use Infocamere's SiBonus service or contact a transferee.

The services provided by the One Stop Shop

- Support the client in managing the fiscal rebate (from the Superbonus or other existing ones), https://www.sportelloenergiapadova.it/wp-content/uploads/2022/11/cessione_credito.pdf
- Support the client in sending the technical documentation to the national Energy Agency (ENEA), to



benefit from the fiscal rebates,

https://www.sportelloenergiapadova.it/wp-content/uploads/2022/11/comunicazione_ENEA.pdf

- Support the client in sending the fiscal documentation to the national Tax Agency (Agenzia delle Entrate),
https://www.sportelloenergiapadova.it/wp-content/uploads/2022/11/comunicazione_agenzia_entrato.pdf
- Support the client in transferring the tax credit to other private buyers, exploiting the functionalities of the national SiBonus platform, created by InfoCamere, <https://sibonus.infocamere.it/>

The renovation journey: involvement of the technical supply chain

Professionals and businesses in the area were involved several times during the project to co-design the One Stop Shop services (see deliverables D4.3 and D4.5 for more information). Given the public nature of the One Stop Shop in Padua, it is important that the services offered do not overlap with those of the market. Vice versa, the primary objective of the OSS is to broaden the market of technical operators in the area, giving them visibility and publicity and favouring those who have acquired skills and certifications (<https://www.sportelloenergiapadova.it/cerchi-un-professionista/>).

The services provided by the One Stop Shop

- **The professionals to be involved in the renovation journey**
 - Designer. The designer can be an Engineer, Architect, Surveyor, involved in the definition of energy upgrading interventions and their design.
 - Works Director. This figure very often corresponds to the designer (but may also be a different person) and has the task of following the works and ensuring that the interventions are carried out correctly.
 - Structural engineer. This expert is necessary in cases where structural elements are involved in the project and is identifiable in an engineer (for some types the assistance of a geologist is necessary).
 - Thermotechnician. The thermotechnician is usually a thermotechnical expert or an engineer, responsible for the design of technical installations. In Italy, this person is also responsible for drawing up the documents required by Law 10/91 and for carrying out the energy savings analysis, if the type of intervention and/or the municipality requires it.
 - Energy certifier. The energy certifier is responsible for drafting and signing the Energy Certificate and may be an Engineer, Architect, Surveyor or qualified expert.
 - Safety Coordinator. This professional figure is responsible for the site safety plan and is normally an Engineer, Architect or Surveyor.
 - In cases where the energy requalification project benefits from tax credit incentives with the assignment of credit or invoice discount, there is also a need for a figure who affixes the 'compliance visa', which is identified in the tax assistance centre managers, professionals registered in the roll of chartered accountants and accounting experts, and professionals registered in the roll of labour consultants.



- **The quality criteria to consider in the selection of the professional.** The OSS suggests for consulting the professional registers of the Associations in the Province of Padua to find the needed figure. Moreover, the OSS suggests the evaluation of curricula and specific experience in the energy requalification and tax incentives sector. Also, checking the certifications obtained and attendance of technical refresher courses can be important.
- **List of professionals**

Cerchi un professionista abilitato?

Consulta gli albi professionali degli Ordini della Provincia di Padova per individuare la figura di cui hai bisogno. Valuta i curricula e la specifica esperienza nel settore della riqualificazione energetica e degli incentivi fiscali. Verifica inoltre le certificazioni ottenute e la frequentazione di corsi tecnici di aggiornamento professionale.

Albo Architetti	Albo Ingegneri	Albo dei Geometri e Geometri laureati
Albo dei Periti Industriali Padova	Albo dei Dottori Commercialisti ed Esperti Contabili	Albo dei Geologi

The connection with the professional orders

- ARCHITECTS, <https://www.ordinearchitetti.pd.it/albo/albo-elenco-speciale/>
- ENGINEERS, <https://www.pd.ordineingegneri.it/albo/elenco-iscritti/>
- SURVEYORS, https://www.geometri.pd.it/index.php?option=com_wbmalbo&elenco=completo&ordinamento=nominativo&Itemid=11
- INDUSTRIAL TECHNICIANS, https://www.albounicoperind.it/Ricerca_Periti_Industriali.aspx
- ACCOUNTANTS, <https://www.odcecpadova.it/albo/>
- GEOLOGISTS, <https://www.geologiveneto.it/albo-iscritti/>

In addition to the services of finding and evaluating professionals in the area, the One Stop Shop in Padua has signed agreements with trade associations in the building sector to put citizens in contact with companies (<https://www.sportelloenergiapadova.it/cerchi-unimpresa-qualificata/>).

The services provided by the One Stop Shop

- **The criteria for the evaluation of a building company.** When looking for a company to carry out energy efficiency work, specific quality requirements can be assessed. These requirements are often not mandatory for certain types of work. Their possession, if any, is a further element of qualification.
 - Insurance policy
 - Portfolio of implemented interventions
 - Corporate code of ethics
 - SOA certification



- Minimum environmental criteria
- ISO9001
- ISO14001
- ISO45001
- ISO50001
- EMAS certification
- Further qualification criteria

- **List of building companies**

Cerchi un'impresa del territorio?

Consulta i siti delle Associazioni di categoria della Provincia di Padova per individuare imprese in grado di realizzare i lavori di cui hai bisogno. Valuta i loro standard di qualità ed entra in contatto per un preventivo dei lavori. Se vuoi un supporto nella valutazione del contratto, contatta i consulenti dello Sportello energia di Padova.

Contatta la segreteria organizzativa di ANCE Padova

Scopri il protocollo di qualità di CNA Padova e le aziende aderenti

Scopri il marchio di qualità di Confartigianato Imprese Padova e le imprese aderenti

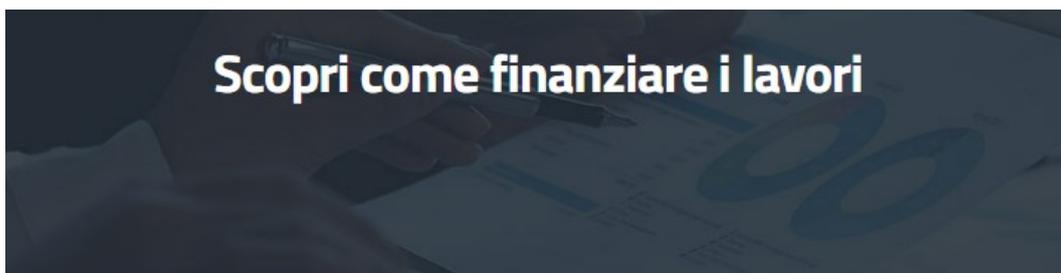
The connection with the trade associations of the building sector:

- ANCE Padova, a list of companies is provided directly by the trade association with a specific request (info@ancepadova.it)
- CNA Padova, a specific protocol has been developed by the trade association and made available through a dedicated website <https://ediliziapiu.cnapadova.it/>
- Confartigianato Imprese Padova, as before, a protocol has been developed and a list of certified companies has been provided <https://www.confartigianatoimpresepadova.it/il-progetto-cq-abitare-di-qualita/#gref>

The renovation journey: involvement of the financial supply chain

Financing energy refurbishment work can initially be very expensive and not affordable for everyone. However, the financial market offers some instruments available to households with a low income or who do not have sufficient resources to start the work.

In deliverables D5.4 and D5.5, a detailed mapping of all instruments made available by financial operators in the area was carried out. In many cases, these were loan instruments linked to the implementation of the interventions financed by the Superbonus mechanism. In other cases, tax credit acquisition instruments were proposed, with recognition of almost full coverage of the costs initially borne by the citizen. The evolution of the availability of these instruments is very rapid and requires constant updating of the available products. The One Stop Shop's task is to guide citizens towards the product/solution best suited to their socio-economic conditions and to provide contacts of the financial operators available on the market. On the other hand, the creation of ad hoc products for One Stop Shop customers, a solution excluded by market operators a priori, has not been envisaged.



Modalità di finanziamento degli interventi di efficienza energetica

Finanziare gli interventi di riqualificazione energetica può essere inizialmente molto costoso e non alla portata di tutti. Il mercato finanziario propone tuttavia alcuni strumenti a disposizione delle famiglie con un basso reddito o che non dispongono di risorse sufficienti per iniziare i lavori. Scopri quali sono e contatta lo Sportello Energia Padova per saperne di più.

Autofinanziamento	▼
Mutuo Verde	▼
Bonus edilizi con sconto in fattura	▼

Financing options (in Italy) to renovate the buildings (<https://www.sportelloenergiapadova.it/scopri-come-finanziare-i-lavori/>)

Customer satisfaction

Evaluating the level of customer satisfaction at the One Stop Shop is essential in order to be able to correctly calibrate the services provided and, if necessary, to expand their range. Thanks to the questionnaire conveyed and described in D7.4 Impact assessment, the OSS in Padua was able to evaluate its own work and correct some malfunctions. The assessment of the level of satisfaction will follow a similar logic in the future, with dedicated questionnaires.

The level of satisfaction is only one of the aspects to be monitored in the OSS. In D6.5 Report on service provision monitoring activities, the procedure and indicators are described.



3. THE OSS OF THE MUNICIPALITY OF TIMISOARA

The renovation journey: the virtual and physical information hub

The one-stop-shop has been launched by the Municipality of Timisoara at the end of the project, as initially expected. It has been developed as part of the local public administration apparatus, as a component of the Citizens Information and Counselling Service - Community Relations Department.

The OSS is therefore an “in-house branch of the Municipality with own resources and competencies in public services”, fully public.

Two types of costumers' relationships are taken into consideration:

- Self-service: informations, documents to be downloaded, citizen guide for thermal rehabilitation, energy efficiency and sustainability measures in the residential sector (private buildings and condominiums), news and events information. Costumers can acquire all information by themselves visiting the OSS website. Through the website, homeowners can visualize the available technical solutions to increase the energy performance of the building. The platform represents the main tool to engage, support and guide citizens in terms of home renovation. This tool does not replace the consulting service. In the website, information is structured in the form of a step-by-step guide. Documents can be downloaded, filled out and transmitted electronically. Links and contacts of institutions and market players are also available.

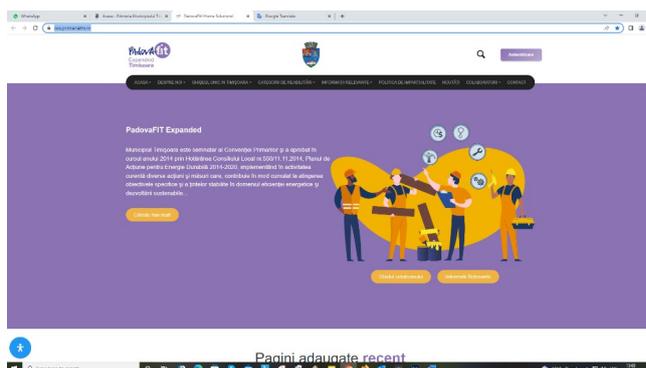
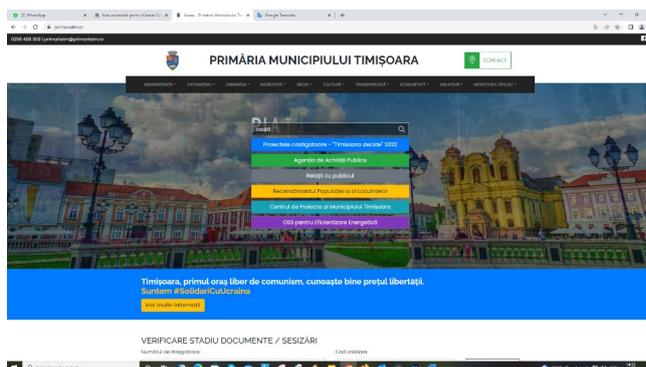


- If required, customers can ask for personal assistance provided by OSS technicians which will support homeowners in getting information about the steps in the renovation process and about how to start a home renovation project.

In November 2022, the Municipality started a massive communication campaign to make citizens aware of the new web portal (<https://oss.primariatm.ro/>) and the services provided. Promotional material has been produced and distributed to 780 beneficiaries, with a door-to-door and email campaign. Moreover, the physical desk has been activated to provide direct answers to the homeowners.



The physical information desk of the OSS of Timisoara



The OSS website (virtual OSS) that reached the number of about 1,000 visits in just one month

- Legea nr. 10/1995, actualizată și republicată, privind calitatea în construcții
 - Legea nr. 152/2011, cu modificările și completările ulterioare, privind măsuri de creștere a calității arhitectural-ambientale a clădirilor
 - Legea nr. 372/2005, republicată, privind performanța energetică a clădirilor
 - Legea nr. 350/2001, actualizată, privind amenajarea teritoriului și urbanismul
 - Ordonanța de Urgență nr.18/2009, actualizată, privind creșterea performanței energetice a bioclimatelor de locuințe, cu norme de aplicare
 - Ordonanța de Urgență nr. 69 din 30 Iunie 2010, actualizată, privind neutralizarea termică a clădirilor de locuit cu finanțare prin credite bancare cu garanție guvernamentală
 - Legea nr. 227/2015, actualizată, privind Codul fiscal
- 9. ADRESE UTILE**
- **Directia Județeană pentru Cultură Timiș**
str. Episcop Augustin Pichă nr. 8, Timișoara
0256-493695, www.cultura.timis.ro
secretariat@cultura.timis.ro
 - **Agencia Națională de Protecție a Mediului Timiș**
bd. Liviu Rebreanu nr.18-B, Timișoara
0256-407095, 074424-8411
office@apm.timisoara.ro
http://apm.timisoara.ro/
 - **Garda de Mediu Timiș**
str. Carol Nr. 90, Timișoara
0356-427921
office@gnm.ro, gardamediu@gnm.ro
 - **Ordinul Arhitectilor din România**
str. Diaconu Coresi nr.12, Timișoara
0356-405992, 074-514-5679
secretariat@oartimisoara.ro
 - **Directia Poliției Locale**
Str. Avram Ibrăncu nr. 54, Timișoara
telefon 0256-245112, 0256-2658
contact@politiaoctm.ro
 - **Oficiul de Căsușă și Publicitate Imobiliară Timiș**
str. Armonei nr. 32, Timișoara
telefon 0256-201089
timisanci.ro
 - **Inspectoratul Județean în Construcții Timiș - ISC**
Strada Romulei Nr. 60, Timișoara
telefon 0256-292 623
timisai.ro/gov.ro

Eficiențizarea energetică pas cu pas

- Clarificarea situației juridice a imobilului
- Obținerea acordului proprietarilor tabulari
- Identificarea categoriei de reabilitare energetică a imobilului
- Efectuarea auditului energetic
- Emiterea certificatului inițial de eficiență energetică
- Stabilirea soluției optime de eficiențizare energetică
- Calcularea costurilor
- Identificarea sursei de finanțare
- Identificarea specialiștilor necesari pentru întocmirea documentației aferente și executarea lucrărilor
- Obținerea autorizației de construire
- Executarea lucrării
- Recepția lucrării
- Emiterea certificatului de eficiență energetică finală

CONTACT:
Municipiul Timișoara
Ghișeu Unic (One-Stop-Shop)
contact: oss@primariatm.ro

Foto: de la rawpixel.com

Proiectul PadovaFIT Expanded a primit finanțare în cadrul Programului „ORIZONT 2020” pentru cercetare și inovare al Uniunii Europene, în baza Acordului de Finanțare nr. 847143.

**MIC ÎNDRĂPTAR
GHIDUL
CETAȚEANULUI**

PENTRU
CREȘTEREA
PERFORMANȚEI
ENERGETICE
A IMOBILELOR SITUATE
PE RAZA MUNICIPIULUI
TIMIȘOARA

**PadovaFit
Expanded
Timisoara**

The citizen's guide for the energy renovation (distributed to 780 people)



INFORMAȚII DE BAZĂ

1. SITUAȚIA JURIDICĂ A IMOBILULUI

- Asociația de proprietari este legal constituită conform Legii 196/2018 privind înființarea, organizarea și funcționarea asociațiilor de proprietari și administrarea condominiilor

Art.32 (1) Proprietarii sunt obligați să ia măsuri pentru consolidarea și modernizarea condominiului, modernizarea echipamentelor, instalațiilor și dotărilor aferente, montarea contoarelor pentru individualizarea consumurilor la nivel de proprietate individuală, reabilitarea termică în scopul creșterii performanței energetice, precum și reabilitarea structural-architecturală a anvelopei condominiului pentru creșterea calității arhitectural-ambientale a acestuia, potrivit prevederilor legale, în condițiile menținerii aspectului armonios și unitar al întregului condominiu, indiferent de natura intervențiilor:

- Adresa și numărul poștal al imobilului sunt reglementate;
- Situația juridică a imobilului/terenului este reglementată (ex. litigii, revendicări nesoluționate, moșteniri neclarificate, sarcini notate în cartea funciară, teren proprietate Statul Român/Municipiul Timișoara, domeniu public sau privat);
- Acordul proprietarilor tabulari este exprimat;

2. SOLUȚII PENTRU CREȘTEREA PERFORMANȚEI ENERGETICE A IMOBILELOR

- Înlocuirea tâmplăriei exterioare cu tâmplărie termolizolantă, inclusiv montarea de grile hidoreglabile;
- Izolarea termică a elementelor de construcție exterioare (pereți exteriori, terase, înveltoarea șarpantelor și alte elemente similare);
- Izolarea termică a planșeului peste sol și/sau peste ultimul nivel al clădirii;
- Cazane cu condensare; pompe de căldură;
- Panouri fotovoltaice sau panouri solare, inclusiv sistemele de stocare a energiei termice;
- Sisteme de microgenerare pe gaz natural, pe biogaz, precum și cele bazate pe gazificarea deșeurilor menajere (resturi alimentare, deșeurii animale și umane etc.) și nemenajere din locuințele unifamiliale (resturi lemnoase, peleți de natură lemnoasă, peleți de natură agricolă);
- Sisteme de încălzire/răcire cu schimbare de fază;
- Izolarea termică a conductelor de distribuție și a unităților de acumulare;
- Dotarea cu dispozitive de reglare pentru încălzirea și prepararea apei calde de consum;
- Dotarea, înlocuirea, reabilitarea componentelor instalației interioare (corpuri de încălzire, încălzire prin pardoseală, conducte, robinete, boliere, schimbătoare de căldură și alte elemente similare din componența instalației de încălzire și preparare a apei calde de consum);
- Dotarea, înlocuirea, reabilitarea componentelor instalației electrice interioare și exterioare

3. CATEGORII DE REABILITĂRI ENERGETICE

- Reabilitări energetice pentru clădiri incluse în Lista monumentelor istorice (monumente/ansambluri/situri) sau în zone de protecție a monumentelor
- Reabilitări energetice ce pot fi realizate fără necesitatea emiterii prealabile a autorizației de construire
- Reabilitări energetice care nu pot fi executate fără emiterea autorizației de construire.

4. AUDITUL ENERGETIC AL IMOBILULUI

A nu se confunda cu certificatul de performanță energetică. Auditul va consta în expertiza energetică a clădirii cuprinzând următoarele elemente:

- Identificarea caracteristicilor energetice ale imobilului analizând atât construcția, precum și instalațiile aferente acestuia (în funcție de vechime, instalațiile se schimbă integral sau parțial) și terasa imobilului și placa peste subsol
- Propunerea soluțiilor de reabilitare și/sau modernizare termo-energetică a construcției și a instalațiilor de preparare apă caldă și încălzire
- Analiza soluțiilor propuse din punct de vedere economic, varianta optimă și fezabilă fiind recomandată pentru implementare

5. OBTINEREA AUTORIZAȚIEI DE CONSTRUIRE ȘI EXECUTAREA LUCRĂRII – pași principali

- Obținerea Certificatului de Urbanism-www.primariatm.ro;
- Elaborarea documentației aferente specialităților de proiectare: arhitectură, rezistență, instalații generale (electrice, sanitare, termice, edilitare, HVAC, pluviale) conform auditului energetic și expertizelor tehnice; Este necesară expertiza tehnică pentru a afla dacă imobilul poate prelua din încărcările structurii de rezistență cu sarcini suplimentare sau dacă trebuie să se execute inițial lucrări de consolidare și apoi lucrările de eficiență energetică.
- Auditul energetic ne va arata starea inițială a imobilului și de aceea trebuie emis un certificat inițial de performanță energetică;
- Obținerea, în paralel, a avizelor și acordurilor stipulate în Certificatul de Urbanism;
- Depunerea la sediul Primăriei a documentației și achitarea taxelor ce rezultă din devizul general estimativ, în vederea obținerii Autorizației de Construire
- Transmiterea anunțurilor de începere a lucrărilor la Instituțiile acreditate (Primăria Municipiului Timișoara și Inspectoratul de Stat în Construcții)
- Contractarea unei societăți de construcții, care va avea și Responsabil Tehnic, cu cod CAEN pentru efectuarea de lucrări de construcții și a unui diriginte de șantier
- Demararea șantierului cu parcurgerea etapelor de execuție conform proiectelor tehnice și programului de control, inclusiv a fazelor determinante, dacă e cazul

- Finalizarea șantierului cu transmiterea anunțurilor aferente (Primăria Municipiului Timișoara și Inspectoratul de Stat în Construcții)
- Obținerea certificatului de performanță energetică final după realizarea lucrărilor de eficiență energetică și compararea cu certificatul de performanță energetică inițial pentru confirmarea că au fost luate măsurile corecte de eficiență energetică.
- Regularizarea de taxe aferente investiției la Instituțiile acreditate (Primăria Municipiului Timișoara și Inspectoratul de Stat în Construcții);
- Intocmirea documentațiilor necesare întabulării noii investiții (transpunerea noilor suprafețe în CF, etc.);
- Efectuarea recepției
 - emiterea unei adeverințe de existență a construcției către Primăria Municipiului Timișoara, dacă e cazul.

6. SURSE DE FINANȚARE

- Surse proprii
- Credite bancare
- Fonduri europene sau alte surse nerambursabile
- Program de sprijin financiar pentru creșterea calității arhitectural-ambientale a clădirilor din zonele prioritare de intervenție din Municipiul Timișoara

7. INFRAȚIUNI ȘI CONTRAVENȚII

- Executarea fără autorizație de construire ori cu nerespectarea prevederilor acesteia a **lucrărilor la monumente istorice sau la clădirile aflate în zone de protecție** (art.24, Legea 50/1991)
 - Executarea de lucrări** asupra unui monument istoric, în zona sa de protecție sau în zonele protejate **fără avizul** Ministerului Culturii sau al **serviciilor deconcentrate** ale acestuia (art.55, Legea 422/2001)
 - Executarea de lucrări **fără autorizație de construire** (art.26, Legea 50/1991)
 - Executarea de lucrări cu **nerespectarea prevederilor autorizației** și a proiectului tehnic autorizat (art.26, Legea 50/1991)
 - Nefectuarea recepției** la terminarea lucrărilor (art.26, Legea 50/1991)
- În afara amenzi propriu-zise, prin procesele verbale de constatare și sancționare a contravențiilor, Arhitectul Șef dispune ca și măsură complementară, după caz: intrarea în legalitate, desființarea lucrărilor executate nelegal și/sau oprirea lucrărilor, etc.

8. LEGISLAȚIE

- Legea 196/2018, actualizată, privind înființarea, organizarea și funcționarea asociațiilor de proprietari și administrarea condominiilor
- Legea 287/2009, republicată, privind Codul CNI
- Legea 50/1991, actualizată, privind autorizarea executării lucrărilor de construcții și normele de aplicare
- Legea 422/2001, republicată, privind protejarea monumentelor istorice

The step by step process for the energy renovation described in the citizen's guide

The OSS of Timisoara acts as a tool for fast-tracking the implementation of home renovation works through public financing mechanisms, to increase awareness and bring a significant change in the mindsets of private players. Furthermore, the OSS provides final beneficiaries with a step-by-step presentation of the procedures necessary to access public or private financing, as well as the necessary authorizations for the execution of works. The OSS offers information services and technical advice, and also facilitates the relation with financial institutions.

The services provided by the OSS of Timisoara

- Citizens are advised with basic information on home retrofitting solutions and financing opportunities (their requests will be recorded)
- Citizens are advised on legal, technical, and financial aspects regarding the multi-annual local program on building energy performance or other programs currently available
- Citizens are advised with information regarding procedures to obtain building permits, street nomenclature addresses, clarification on the legal situation of the properties, parcel plans, historically protected areas, etc
- Citizens are advised in case they need the help of professionals
- Citizens are advised on the rehabilitation of historical buildings, providing information on standard



legislation, and legislative constraints

- Citizens are advised on thermal rehabilitation, facade rehabilitation and energy efficiency measures, plus energy certification process
- Citizens are advised on available technologies and related prices (energy efficiency measures and renewable energy production), green energy, how to reduce energy consumption in the building and save money on bills
- Citizens are advised on existing fiscal incentives (offered by local or central public authorities) and how to finance the interventions (taking into account the different financing programs at local and national level and through financial institutions)
- Citizens can access a list of accredited/pre-approved market players (technical and financial players)
- Citizens receive informational materials, and standardized forms made available by the OSS and that will be updated periodically, once a year or as often as needed, by the One-Stop-Shop staff
- Citizens benefit from direct relations with public institutions

Information and materials are collected by pooling together different public departments that are responsible for different dimensions affecting home renovation and energy efficiency. Departments involved in collecting and pooling together data are:

1. *Citizen Information and Counselling Service - Community Relations Department;*
2. *Participatory Governance and Neighbourhood Management Service – Community Relations Department;*
3. *Owners' Associations Department - General Secretariat Directorate;*
4. *Blocks Energy Efficiency Office - Technical Directorate;*
5. *Public Buildings Rehabilitation Service, Monuments Department - Technical Directorate;*
6. *Office for the Rehabilitation of Historic Districts and Monuments - General Directorate of Urbanism and Territorial Planning;*
7. *Department of Urbanism Workshop - General Directorate of Urbanism and Territorial Planning;*
8. *Construction Discipline Office - Authorization and Control Directorate;*
9. *Quality of Life Directorate - Environmental Protection Service;*
10. *Project Incubator Directorate;*
11. *Other public structures involved.*

Additional services are provided by the OSS to the clients such as:

- Information about the Energy audit (not to be confused with the energy certificate, which is mandatory in the renovation journey) <https://oss.primariatm.ro/general?currentId=68&module=page>
- Administrative authorizations procedures: building permits <https://oss.primariatm.ro/general?currentId=69&module=page>
 - documents required to obtain the urban planning certificate for construction/renovation works
 - preparation of the technical documentation and the energy audit
 - submission of the initial energy performance certificate
 - obtainment of the approvals and agreements stipulated in the town planning certificate
 - submission of the documentation and payment of the fees to the city hall
 - submission of notices of start of works to accredited institutions
 - contracting a construction company, which will also have a technical manager and a site



- manager
 - start of works according to the technical drawings
 - completion of the works with transmission of the related notices
 - obtainment of the final energy performance certificate and comparison with the initial energy performance certificate to confirm that the correct energy efficiency measures have been taken
 - regularization of investment-related fees to accredited institutions
 - preparation of the necessary documentation for the registration on the cadaster
 - management of construction waste
- Home renovation tax deductions and fiscal incentives available <https://oss.primariatm.ro/general?currentId=77&module=page>
- Information about the consequences of crimes and offences during the renovation process and the execution of works <https://oss.primariatm.ro/general?currentId=71&module=page>
- Legal references <https://oss.primariatm.ro/general?currentId=72&module=page>
- Useful contacts <https://oss.primariatm.ro/general?currentId=73&module=page>

The renovation journey: set of potential renovation measures

The OSS of Timisoara provides for different solutions to increase the energy performance of properties, depending on the type of building and the current building regulation:

- replacement of exterior carpentry with heat-insulating carpentry, including installation of hydro-adjustable grids;
- thermal insulation of external construction elements (external walls, terraces, frame covering and other similar elements);
- thermal insulation of the floor above the ground and/or above the last level of the building;
- condensing boilers; heat pumps;
- photovoltaic panels or solar panels, including thermal energy storage systems;
- micro-cogeneration systems on natural gas, on biogas, as well as those based on the gasification of household waste (food waste, animal and human waste, etc.) and non-household waste from single-family homes (wooden waste, wood pellets, agricultural pellets);
- phase change heating/cooling systems;
- thermal insulation of distribution pipes and storage units;
- regulating devices for heating and preparation of domestic hot water;
- equipping, replacing, rehabilitating the components of the interior installation (heating elements, floor heating, pipes, taps, boilers, heat exchangers and other similar elements of the heating installation and preparation of domestic hot water);
- equipping, replacing, rehabilitating internal and external electrical installation components.

Since the Municipality has a complex structure, with an historical city centre and an external area without specific building constraints, the OSS provides for different energy rehabilitation procedures:

- energy rehabilitation for buildings included in the List of historical monuments / buildings or in protected areas <https://oss.primariatm.ro/general?currentId=84&module=page>;



- energy rehabilitation that can be carried out without the need for prior issuance of the building permit <https://oss.primariatm.ro/general?currentId=85&module=page>;
- energy rehabilitation that cannot be carried out without issuing a building permit (a specific section on how to obtain this permission is included in the website and described, as a summary, above).

A further specification is provided about procedures, documents, constraints and opportunities about:

- the energy refurbishment of condominiums <https://oss.primariatm.ro/general?currentId=65&module=page> ,
- the energy rehabilitations that can be achieved through the multi-annual local program <https://oss.primariatm.ro/general?currentId=67&module=page>

The design of the works should be carried out as follows:

- technical expertise, energy audit and preparation of the approval documentation for the intervention works;
- following the energy audit, the energy performance certificate for the block of flats is drawn up in accordance with the initial technical state;
- approval of the technical-economic indicators by decision of the local council and notification of the owners' association of the value of the investment and the individualisation of the payment amounts;
- signing by the president of the owners' association of the additional act to the mandate contract in case the general assembly of the owners' association approves the execution of the works based on the approval documentation;
- drawing up the technical documentation for authorising the execution of the works and obtaining the building permit;
- drawing up the technical project and execution details, as well as the procurement documentation for contracting the execution of the works in compliance with the legal provisions in force;
- monitoring and verifying the execution of the works by site supervisors authorised under the legislation in force;
- on completion of the works, the local coordinator, with the participation of the designated representative of the owners' association, provides the testing documentation and the energy performance certificate for the block of flats, showing the specific annual heating consumption of the insulated block;
- organisation of the final acceptance by the local coordinator, after the expiry of the 3-year performance guarantee period, with the participation of the designated representative of the owners' association;
- before the final acceptance, the local coordinator takes over all the documents from the contractors of the design and execution of the works and hands them over to the owners' association, together with the acceptance documents, in order to complete the technical book of the construction, which will also contain the energy performance certificate of the thermally insulated block of flats.

The renovation journey: involvement of the technical and financial supply chain

As part of the public administration apparatus, the OSS advances a list of accredited / pre-approved private collaborators with a proven relevant track record based on previous experience.



The "OSS" presents lists of project collaborators who have agreed to communicate with potential citizens interested in the energy efficiency of buildings. The lists are public to ensure greater transparency and a better understanding of the activities necessary to increase the energy performance of buildings located within the radius of the municipality of Timișoara.

All the invitations were sent only to those potential collaborators who already worked through the institution with different contractors. The municipality (urban planning, construction discipline, construction permits, approvals and control departments) has verified their site of constructions or their projects and they resulted having a clean history.

The municipality of Timișoara, and consequently the OSS as a structure within the institution, ensures the impartiality and independence of the process of selecting collaborators. At the same time it does not assume responsibility for the direct relationship between citizens and collaborators included on the lists provided. The risks related to possible conflicts are not the responsibility of the institution.

Specialists (professionals, companies, banks) who wish to collaborate in this regard with the One Stop Shop are asked to contact the Municipality by email: oss@primariatm.ro. The Municipality has high expectations on increasing the list of collaborators, given the possibility to be as close as possible to the citizens of Timișoara who want to carry out energy efficiency measures in buildings.

Lists of collaborators in fields relevant to energy efficiency:

- **architects, designers**
 - directly invited by the Municipality: 52
 - invited through the order of architects from Romania - Timiș territorial branch: all
 - interested in collaboration: 19
 - finally submitted collaboration form and gdpr: 16
 - <https://oss.primariatm.ro/general?currentId=86&module=page>
- **energy auditors**
 - interested in collaboration: 4
 - finally submitted collaboration form and gdpr: 4
 - <https://oss.primariatm.ro/general?currentId=87&module=page>
- **constructors**
 - directly invited by the Municipality: 77
 - interested in collaboration: 14
 - finally submitted collaboration form and gdpr: 7
 - <https://oss.primariatm.ro/general?currentId=88&module=page>

- **site managers**
 - directly invited: 3
 - interested in collaboration: 3
 - finally submitted collaboration form and gdpr: 3
 - <https://oss.primariatm.ro/general?currentId=89&module=page>
- **installations, technical consultancy**
 - interested in collaboration: 3
 - finally submitted collaboration form and gdpr: 3
 - <https://oss.primariatm.ro/general?currentId=90&module=page>
- **financial consultancy**
 - directly invited: 17 (Alpha Bank, BCR - Banca Comerciala Romana, Banca Romaneasca, Intesa Sanpaolo Bank, Banca Transilvania, BRD Groupe Societe Generale, CEC Bank, Credit Europe Bank, Otp Bank, Patria Credit Institutie Financiara Nebancara sa, Financial Provident Romania Ifn sa, Cetelem Ifn sa, Easy Credit 4 all Ifn sa, Card Advantage Credit Europe Bank, TBI Credit Ifn sa, Ralfi Ifn sa - consumer credit guarantees, Kiwi Finance)
 - interested in collaboration: 3
 - finally submitted collaboration form and gdpr: 3
 - <https://oss.primariatm.ro/general?currentId=91&module=page>
- **consulting and design services for projects financed from NRRP**
 - directly invited: 1
 - interested in collaboration: 1
 - finally submitted collaboration form and gdpr: 1

The Timisoara OSS provides users with a page with the main financial references for carrying out energy upgrades. These include bank credits, for which a dedicated section has been developed.



A number of offers of a financial nature for the energy upgrading of buildings have been mapped on the Timisoara OSS website. In particular, there are 4 offers from 3 different operators:

Financial operators	Products made available through the OSS
KIWI FINANCE	https://oss.primariatm.ro/general?module=page&currentActionPage=calculator
BRD GROUP SOCIETE GENERALE SA	https://oss.primariatm.ro/uploads/fisiere//634d3ffa0adf3727102126.pdf
	https://oss.primariatm.ro/uploads/fisiere//634d3ff0b309b572916038.pdf
BANCA ROMÂNEASCĂ	https://oss.primariatm.ro/uploads/fisiere//63568e1f536f0278171874.pdf

The services provided by the One Stop Shop

- Due to the fact that there is a great reluctance to collaborate with the public administration on the part of the financial and technical actors in the Timișoara area, the One-Stop-Shop has an important role (it will offer non-existent connections at the moment - beneficiaries not having access to information correct, accessible and clear related to the whole range of existing market players, they generally have oral information provided by other citizens, personal relationships, etc.) in opening up the energy efficiency market and rehabilitation works to encourage the market to come up with dedicated products (increasing the degree of confidence in the role played by the local public authority will lead to an increase in fair competition in the field, thus encouraging the whole mechanism involved).

The renovation journey: impartiality policy of the OSS of Timisoara

Through the policy of impartiality, the OSS of Timisoara ensures impartiality, transparency and independence for all activities. This is essential to protect the integrity of each citizen's decision-making process and to create confidence in stakeholders about the OSS activities.

The structure and operation of the OSS are designed to avoid any potential or actual conflict of interest at both individual and institutional levels. To be impartial and to be perceived as impartial, the One Stop Shop (OSS):

- does not offer or give advice, only provides information, being an INFORMATION HUB,
- is not engaged in promoting any body/entity/trade company/authorised natural person in the field in which it operates, but may make relevant information available to citizens,
- is bounded by any activity of a body/institution/commercial company/authorised natural person providing consultancy through the OSS website,
- does not state or suggest to the citizen that the energy efficiency of the building would be easier, quicker, simpler or cheaper if he/she turned to a specific body/institution/commercial company/authorised natural person,



- not outsource activities related to the energy efficiency process,
- treat each energy efficiency request impartially by applying the same procedures,
- ensure that all internal staff and collaborators respect the Code of Ethics in which they are encouraged to report any situation that may pose a threat to impartiality for themselves or for the OSS,
- ensures that it gives confidence to all stakeholders by applying the principles of: impartiality, transparency, confidentiality, competence, accountability and response to calls and complaints regarding energy efficiency in buildings.



4. THE OSS OF THE MUNICIPALITY OF VIDIN AND SMOLYAN, BULGARIA

The renovation journey: engaging homeowners

The scope of the OSS is first of all to raise the awareness about the existing opportunities, providing for communication services.

The Energy Agency of Plovdiv supports the Municipalities of Vidin and Smolyan in preparing the information to be published on the websites and social channels. The initial contact with the clients will come through the websites and during the communication events organized by the OSS. EAP prepares the information material for the events where the OSS services are presented (flyers, posters, gadgets).

The OSS aims to facilitate information access to all customers interested in energy efficiency and home renovation (homeowners, professionals, market operators, etc.). Information about the National Programs for Home Renovation is provided. In Bulgaria, new programs for buildings renovation are expected thanks to the National Resilience and Recovery Plan, the Program for Development of the Regions 2021 – 2027, and the Operational Program "Environment 2021- 2027" for heating stove replacement.

The services provided by the One Stop Shop

- The OSS will provide information and access to documents – requirements, eligibility criteria, application templates, etc.
- The information about available sources of financing, grant schemes, eligibility criteria, finance application forms, will be available on the OSS website and the simulation platform.



The renovation journey: from the initial diagnosis to to the contracting of works

In addition to the information services, the OSS aims to offer technical, financial, and legal consultant services to citizens during the whole home renovation journey.

The services provided by the One Stop Shop

- Information about suitable and innovative EE measures, including heating/cooling systems replacement with new and more efficient RES generators
- Selection and implementation of innovative integrated packages of EE interventions (thermal insulation together with high performance heating systems and/ or RES production)
- Consultant services on how to establish a homeowner's association and related paperwork preparation (renovation projects authorisation documents and finance application procedures)
- Legal and technical support to Municipalities for launching public procurements for the implementation of EE interventions

These services will be provided through phone/video calls, emails exchange and face to face meetings between OSS experts and citizens. Citizens will be supported in paperwork preparation - filling the templates (for the establishment of the homeowner's association, applying for the renovation projects, for financing).

The OSS will also provide for feasibility analysis aimed at supporting and convincing homeowners to start a home renovation. The experts from the OSS will prepare an indicative budget for the renovation of the building (design, construction, and supervision costs) and an allocation of the expenses among apartment owners.

The OSS will also give legal and technical support to Municipalities for launching public procurements for implementing EE interventions.

- In case of multifamily residential buildings, the OSS / municipality will announce public procurements for selecting a contractor to implement the technical and energy efficiency audits, construction and installation works, investment project, conformity assessment, construction supervision and investor control (100% grant).
- For single-family residential buildings, the OSS will give information on the companies / expert (list of trusted suppliers) who can prepare technical and energy efficiency audits, technical passport, architectural survey (the homeowners have to pay for this service). They will also announce public procurements for selecting a contractor to implement EE measures from the energy audit (100% grant).



The renovation journey: confirmation of customer's interest

To submit a proposal under the National Program for building renovation, in case of multifamily residential buildings, a Homeowners' Association (HOA) must be created in advance (minimum 67% of owners must agree). The Ministry of Regional Development and Public Works provides template for all required documents (for example: invitation for assembly, list of participants, protocol with discussed topics and vote results form, etc.).

Before the beginning of home renovation works, 100% of owners must agree to participate in the project or at least provide access to their homes. The multifamily residential buildings often are big concrete panel blocks with more than 100 individual apartments and more than 100 different owners. It is very difficult to reach a consensus among so many owners.

The HOA must be registered as a legal entity in the BULSTAT Register (a unified national administrative register that is kept by the Registry Agency at the Ministry of Justice). The HOA must be even registered at the Municipality Register, in accordance with the Condominium Management Act. With a copy of BULSTAT registration and other documents (energy audit and energy certificate, technical audit, and technical passport), the HOA could apply for funding to implement EE measures.

The Municipality checks all the documents. Only applications containing required documents and meeting the National requirements will receive a positive evaluation. Documentation must be uploaded to the national web-based platform - Information system for managing and monitoring EU funds in Bulgaria. The Ministry of Regional Development and Public Works ranks the proposals and approves funding to those which reach highest scores. The municipality announces public procurement for the selection of a contractor for works execution and energy renovation. Under the same conditions (Public Procurement Act) the Municipality assigns construction supervision and control guarantee.

The service provided by the One Stop Shop

- The OSS will act as a mediator and will support reaching an agreement among homeowners to renovate buildings. This could be achieved by raising awareness and decision-making support activities. These activities will be carried out by the OSS administrative team.
- The OSS will facilitate the establishment of HAO in accordance with the requirements of the Law on condominium ownership management and assist the HAO with the preparation of required applications. These activities will be carried out by the OSS legal team.
- The OSS Technical Team will conduct preliminary EE & RES assessments, and perform energy auditing and project budgeting in case of grants lower than 100% of total costs.



The renovation journey: involvement of the technical and financial supply chain

EAP followed the methodology of the municipality of Padova to identify potential technical players to be involved in the renovation process. EAP created a long list of technical players which includes:

- technical players who are licensed to perform inspections and certification of buildings and to issue a certificate for the energy performance of the building by the Sustainable Energy Development Agency (executive agency within the Ministry of Energy),
- technical players, which are licensed as energy efficiency consultants by the Sustainable Energy Development Agency,
- technical players, which are licensed to perform the consulting activities by the Directorate for National Construction Control .

EAP organised events, dedicated to technical players involvement, such as:

- Online meetings
- Online consultation
- In person meetings
- Info Day
- Events at National level
- Training for the stakeholders

This approach will be maintained in the future to keep the list of technical players always updated. This list is based on the feedbacks received during the activities carried out with them and the results of the questionnaire that EAP sent to the stakeholders via e-mail to check their interest in participating in the OSS.

For what concern the financial context highlighted in the Bulgarian pilots of Smolyan and Vidin, it has showed the central role of public funds to foster energy efficiency renovations. The positive experience of the grants activated in the last years, which allowed the final users to finance the totality of the investments, has created expectations in the citizens regarding the future policies. It is expected that this measure will be replicated in the same way in the following years, while in reality the economic sustainability of the measure constitutes a relevant obstacle to further exploit this grant scheme.

The availability of these incentives has implied a smaller degree of utilization of banking resources as well:

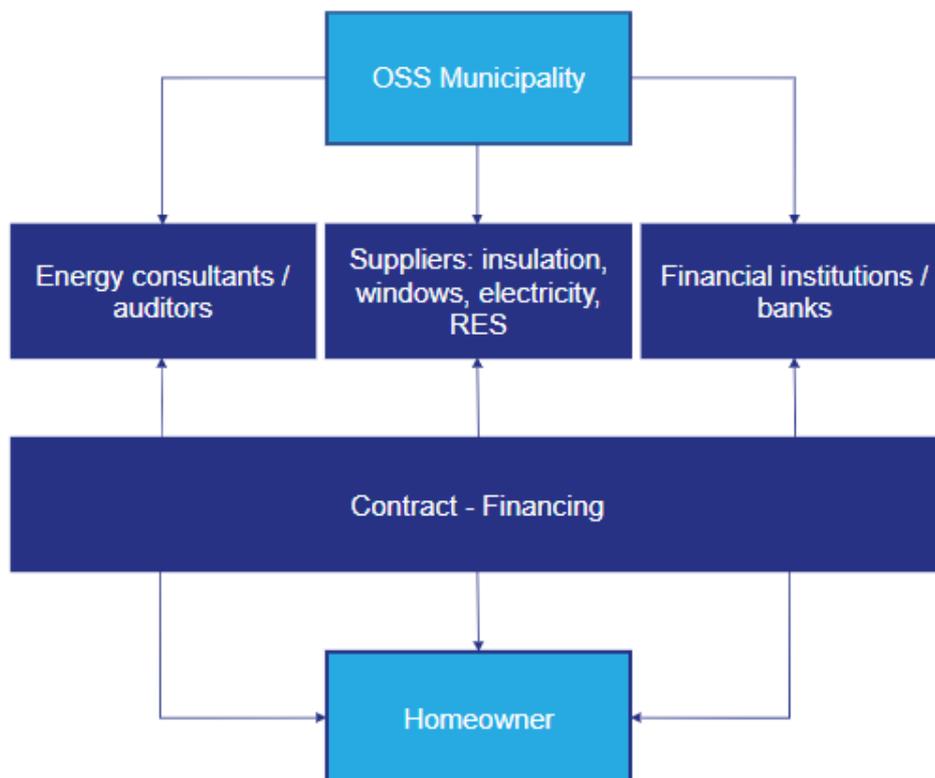
- there is currently no specific products targeting home renovation, but rather only general-purpose schemes that can be employed for the purpose,
- on the other hand, though, it is expected that the National Recovery and Resilience Plan will be crucial in providing more financial resources, perhaps with the employment of grant instruments but without financing the entire amount of the expenses.

Similarly, to what has been highlighted for the Italian context, it is unlikely that the OSS could provide financial resources of its own. It is however more plausible to imagine a role of support towards citizens and business with information and advice on financial matters related to their energy efficiency projects, in particular throughout the procedures for accessing the grant. The context has in fact shown how the bureaucratic and



permitting procedures necessary to obtain the bonus are perceived as overly complex and may sometimes discourage the undertaking of the investment, especially in condominiums.

To complement the supply towards the final user, similar information services could be provided to integrate the phase of financial assistance and guidance: an example of such service can be constituted, for example, by the presentation of the financial products currently available in the local banking market.



The involvement of the technical and financial supply chain in the OSS