

D 8.8

**TAKEAWAYS
FROM FINAL EVENT**

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1. EVENT AIM

The final event of PadovaFIT Expanded was organised under *Task 8.3.6 Showcase and Ship-wreck event*. From the project Grant Agreement, the Final event was to be organised with the aim of sharing lessons learned by the project. The event was initially envisioned to take place in Brussels, so that a wide variety of stakeholders would learn about the project, its strengths and difficulties.

After some deliberation, the WP8 lead Climate Alliance has proposed to hold the final event in Padova. The reasons for this proposal were the following:

- *In 2022 many events (workshops, conferences) were being held in-person, and especially in Brussels, after the 2-year hiatus due to the pandemic. Our final event, if held in Brussels, would need to therefore compete with many other similar themed events (on the topic of One stop shops)*
- *The WP lead (CA) considered that the final project event would be more successful if we tailored it to a specific topic and a specific audience, instead of leaving it as a mere “project event”. The Italian example was the most prominent one in our project and we could not easily replicate this model elsewhere. Therefore, the Italian context would be the best ground for such an event, in the specific moment of the project ending.*
- *Having in mind that most of the project partners are Italian, it would be easier for the project to meet in Italy. In addition, many of the project partners had not met before and for those outside of Italy (such as the pilots and CA), it would be an advantage to travel to Padova to learn more about the Padova OSS*
- *An event in Padova could contribute to the long term sustainability of the Padova OSS, even if in an indirect way. The fact that the Municipality shares results on its OSS with other Italian municipalities, but also broadcasts the event to other EU stakeholders holds a certain degree of stability and interest for the Italian public and private stakeholders.*



2. EVENT AGENDA

The event agenda was drafted by the Municipality of Padova and it was tailored and changed with suggestions from the WP lead. The objective was to have a one-day event, but not to make it into different breakout sessions, but rather have one main session with clearly defined parts. We wanted all the speakers, the audience and the discusses to be on one place and therefore to be able to interact. We also wanted the event to be both in Italian and English, depending on how the speakers and moderators felt was more comfortable. We had simultaneous translation and we broadcasted the event on a web streaming platform which made it possible for online participants to follow the event.

The first part was dedicated to the introductory remarks which are usually done from the host (in this case the Padova Municipality). We invited Mr. Andrea Ragona who is the Environmental Councillor in Padova, and also Ms. Laura Salvatore who is the Head of the Environmental department (she could however not attend and was replaced by Ms Daniela Luise, the Head of the project).

Our next part was dedicated to our Keynote presentations, we had one guest to present the EU level (Christophe Milin) and another the Italian level (professor Edoardo Croci). Christophe Milin is well known to our project and the whole OSS community in Europe. He was invited to frame the issue especially in terms of the different models that his recent research paper has established for OSS. The idea was to show our audience the “big picture” of OSS where they fit in the EU policy landscape. Our second keynote speaker, Edoardo Croci is professor of Bocconi University and also a project partner. With his presentation we wanted the audience to frame the issue of OSS in the wider theme of buildings, especially in the Italian context but also to understand how the EU policies are influencing developments.

Our third part aimed to show the PadovaFIT project implementation in its specific locations: most relevant being the OSS presentation in Padova. We also wanted the audience to understand how our municipalities and local authorities of our pilots dealt with the issues and what were the difficulties and opportunities of transposing and replicating the OSS in their territories.

Our conference’s 4th and 5th part were specific and more tailored panel discussions on the topics of technical and financial aspects relevant for the PadovaFIT expanded project and OSS in general. These two pillars were present in the project from the beginning, and represent our two main stakeholder groups, without which the success of an OSS is hard to imagine.



TAKEAWAYS FROM FINAL EVENT

Here below we can see the exact agenda as it was finally approved and printed. We can see the names of the speakers and the titles of their presentations. The presentation slides can be found as links on the event page of the project website [here](#).



Table 1: Agenda of the Final conference of the PadovaFIT Expanded project, taking place on 28th October 2022, in Padova and online

9.00 – 9.30	Registrazione dei partecipanti e caffè di benvenuto Registration of participants and welcome coffee & networking
9.30 – 9.40	Saluti iniziali Initial greetings <i>Andrea Ragona, Assessore all'Ambiente del Comune di Padova Environmental Councillor</i> <i>Laura Salvatore, Dirigente Settore Ambiente e Territorio del Comune di Padova Head of Padova Municipality Environmental Department</i>
9.40 – 10.00	Verso la diffusione su larga scala dei servizi integrati per la riqualificazione energetica degli edifici Towards large-scale roll out of integrated home renovation services in Europe <i>Christophe Milin, CINEA [in inglese] [remote connection, EN]</i>
10.00 – 10.20	Transizione energetica: politiche per l'edilizia e la rigenerazione urbana Energy transition: policies for building and urban regeneration <i>Edoardo Croci, Università BOCCONI</i>
10.20 – 11.00	I One-Stop-Shop realizzati dal progetto PadovaFIT Expanded The One Stop Shops of the PadovaFIT Expanded project Partner: <i>Comune di PADOVA (IT), Città di TIMISOARA (RO), Agenzia per l'Energia di Plovdiv (BG) Partners: City of PADOVA, City of TIMISOARA, Energy Agency Plovdiv</i>
11.00 – 11.20	Pausa caffè & networking Coffee break and networking
11.20 – 11.30	La piattaforma nazionale dei One-Stop-Shops The national platform of the One-Stop-Shops <i>Alessandro Pannicelli, ENEA</i>
11.30 – 12.25	Primo panel di discussione First OSS panel Soluzioni tecniche e procedurali per la riqualificazione energetica degli edifici Technical and procedural solutions for energy renovation Moderazione a cura di SOGESCA e BOCCONI Co-moderated by SOGESCA & BOCCONI <i>Francesca Hugony, ENEA</i> <i>Claudia Carani, AESS</i> <i>Eva Lucas Segarra, Valencian Institute of Building – Save the Homes project</i>
12.25 – 13.20	Secondo panel di discussione Second OSS panel Il futuro dei One-Stop-Shops: come assicurarne la sostenibilità nel lungo periodo Future of One Stop Shops: how to ensure long-term sustainability Moderazione a cura di SINLOC e Forum Finanzia Sostenibile Co-moderated by SINLOC & FFS <i>Silvio De Nigris, Regione Piemonte – progetto EUROPA Piemonte Region – EUROPA project</i> <i>Simona Acerbis, ATES Parma</i> <i>Waltraud Schmid, Innovazione urbana a Vienna – progetto RenoBooster Urban Innovation Vienna – RenoBooster project</i>
13.20 – 13.30	Replicare il modello degli OSS: opportunità future nell'ambito della Mission 100 Climate Neutral and Smart Cities Replicating the OSS model: future opportunities within the 100 Climate-Neutral and Smart Cities network <i>Daniela Luise, Coordinamento Agende 21 Locali Italiane</i>
13.30 – 15.00	Pranzo & Networking Lunch & Networking



3. EVENT PARTICIPANTS AND PROMOTIONAL ACTIONS

The event had a total of 178 attendees who had registered through the main event website platform (on Eventbrite). Out of these 98 persons were registered as in-person attendees, and 80 online attendees. In some cases, attendees had registered in a double way, which means that out of these possibly 80 % of the attendees can be counted as interested to attend the event. As is the case with most events, on the actual day, we had 64 attendees in person who arrived to the event and only 40 persons who attended online.

We did not collect the data regarding the organisation name, type or sector or nationality of the attendees but we could generally conclude from the attendee database that:

- *most of the attendees are Italian*
- *there was a good mix of attendees from the Italian municipalities, private sector and foundations/NGOs*
- *there were EU attendees also present (e.g. from Ireland, Portugal, Germany and Belgium)*

The event was set up on the Eventbrite platform at the following link (<https://www.eventbrite.it/e/padovafit-final-conference-tickets-410413657297>) and was then embedded on the project website, with the following link <https://www.padovafit.eu/events/upcoming-events/final-conference.html>.

The event was promoted first through email within the Consortium of partners. We had shared with them an email invitation in both Italian and English. This was done through the Mail chimp platform as it is easy to forward the invitation to their own contacts. The Campaign/email invitation can be found [here](#). This invitation was sent to our group of subscribers (who had opened in through the event website) and also those who had already attended previous webinars and who had agreed that we could contact them for future events.

We also promoted the event at the in-person September 2022 workshop/ EU capacity building in Brussels where many EU OSS were present to network. We put up a poster of the event and invited OSS representatives to attend the event in Padova.

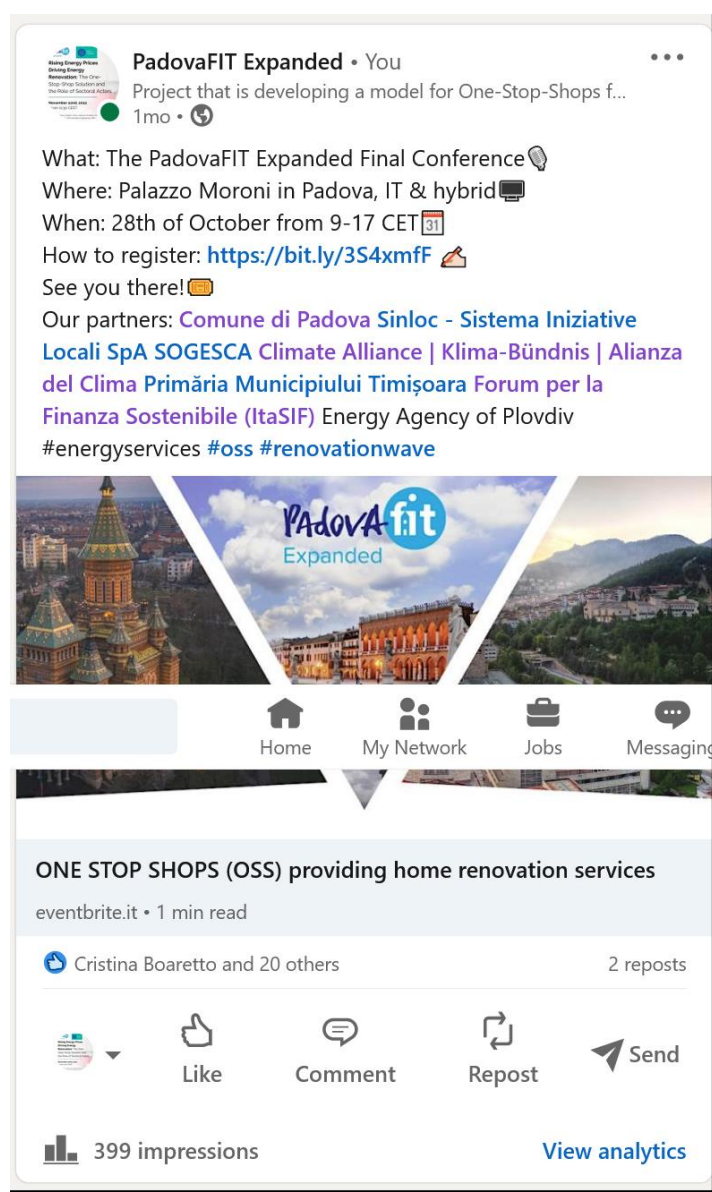
On social media we focused on promotion through LinkedIn and Twitter channels. We also used the channel of Climate Alliance ([website, the event section](#)) and the CA newsletter (October issue) that reaches more than 2000 city members around Europe. We encouraged our partners to post on their social media channels, and repost and retweet our posts. The Municipality of Padova redoubled their efforts in promoting the event to their local stakeholders via their website and social media channels such as Facebook. CA created a tailored social



media calendar to structure the promotional efforts, and we used the Buffer online platform to schedule posts, at a rate of 2 or 3 weekly posts on our social media channels.

An example social media post can be found below, which shows the information we included to promote the event and encourage registrations.

Example of social media post 1 (pre-event promotion).



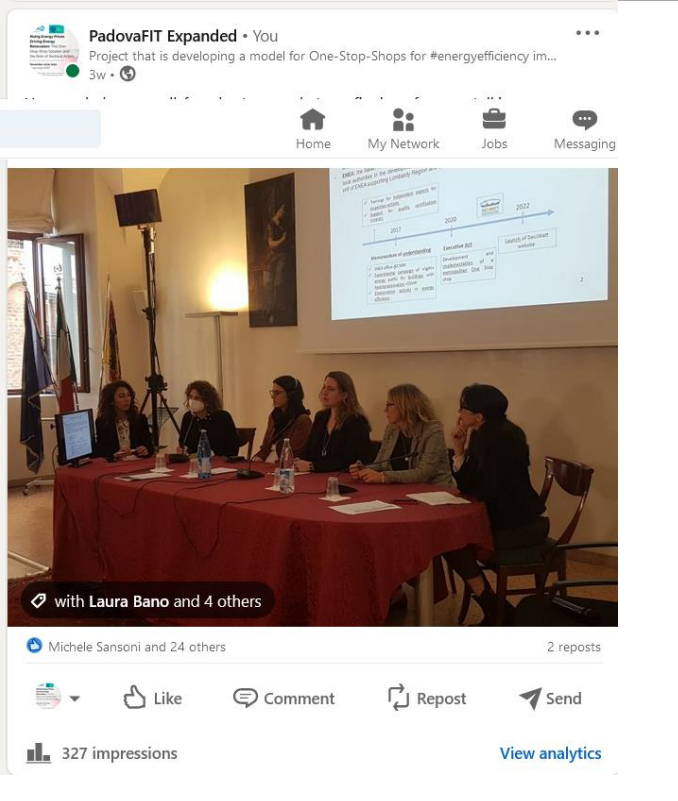
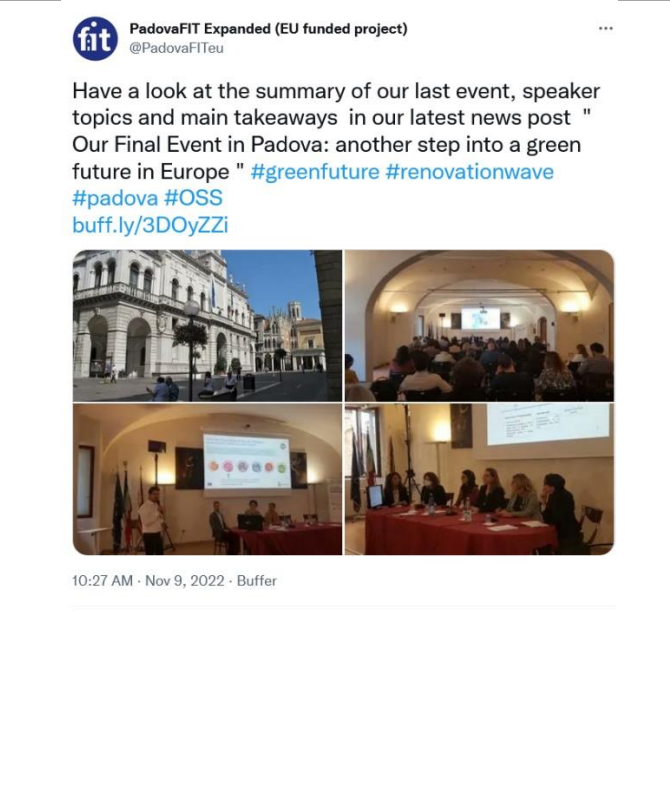
During the Final event we promoted some of the content on Twitter and LinkedIn. An example of a successful event promotion can be seen here below (from the PadovaFIT LinkedIn Channel, on 28th October, live post).



The PadovaFIT Expanded project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847143.

After the Final event, we continued promoting the event and its contents, by writing an original article on our website (news section) and promoting it also on social media. The article is titled “Our final event in Padova : another step into a green future in Europe” and can be found [here](#).

The post to promote the article and the event on Twitter can be seen below.

Example of Social media post 2 (live event promotion)	Example of social media post 3 (post event promotion)
	

We also posted the event on other websites and event info platforms such as ECEEE (European Council for Energy Efficient Economy), the newsletter of Fleishmann Hilliard dedicated to Energy and the EPAH- the Energy Poverty Hub platform website.

Below we can see the links to which the event was featured on these websites. We posted the event on these pages:

- ECEEE website: <https://www.eceee.org/events/calendar/event/padovafit-expanded-final-conference-conferenza-finale-del-progetto-padovafit-expanded/>
- Every Fleishman Hilliard Energy Vista (once a day) since September 22nd: <https://fhenergy.cmail19.com/t/ViewEmail/d/C9E38233F9C1ED352540EF23F30FEDED/8CD2648F1868B08563B21DE8DA818551?alternativeLink=False>
- On EPAH: https://energy-poverty.ec.europa.eu/about-us/events/padovafit-expanded-final-conference-one-stop-shops-building-renovation-2022-10-28_en



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4. EVENT MAIN TAKEAWAYS

4.1. INTRODUCTION AND KEYNOTES

The ecological transition

The first introductory speaker to open the event was Mr. Andrea Ragona, the Environmental councilor of Padova. He spoke about the political situation and the overall ecological transition that we are experiencing in Europe. He explained how this transition affects the economy and the different viewpoints, with some voices being very critical but most recognizing that it is the only way forward. He concluded by saying that, in the long run, those that will benefit the most of the ecological transition are the weakest member of society as they are the ones that are greatly affected by the current issues we have with energy shortage and high prices.

The PadovaFIT Expanded project official lead, Ms. Daniela Luise then took the floor. She talked about the importance of creating jobs in the private sector in Padova and how the project can lead to this goal. She expanded further saying that the epidemic slowed down the management aspect of the project but what it has successfully done is to initiate the debate on One stop shops in the Padova territory, and that she hopes that other Italian and European municipalities will follow suit.

Integrated home renovations services: three models to consider

The first keynote speaker, Mr. Christophe Milin is already well known to the project as he has been invited to some of our previous events. Therefore, his intervention and main messages can be best described in the deliverable D 8.3 on Capacity building activities. C. Milin spoke about the human factor of renovation: most residential buildings are occupied by non-professional people who are not well skilled to approach the complexity of energy efficiency refurbishment, energy management, or housing management. This explains why there is an urgent need for home renovation, but there is at the same time a low demand. He mentioned the importance of *Minimum Energy Performance Standards* (MEPS) for renting out or buying a house. The improvement in the energy rating of a property is a key motivation for homeowners to initiate the process.

C. Milin also spoke about his paper on *Integrated Home Renovation Services* (IHRS) which focuses on the homeowner experience when conducting home renovation. This approach, akin to the OSS model that our project was piloting, combines services provided by the public and private sectors. The IHRS includes three models: advice, support, and implementation model. The Advice model focuses on information and marketing, possible detection of prospective homeowners, simplified and general diagnoses and recommendations applicable to most homes. It has a very low / light support in selection of contractors or retail banks for financing. The support model goes beyond the comfort zone of most public actors as it goes into market activities, incurring



professional liability, being fully involved in project design, support in contractor selection and price negotiations, worksite supervision and reception of work, as well as quality assurance and follow-up after renovation. The tipping point between advice and support models is the carrying out of market activities and incurring professional liability for the advice provided. The switch from one model to the other can be materialised by the existence of a service contract or by a physical visit to carry out the audit. Finally, the implementation model makes use of a turnkey contractor and includes the existence of vested interest. In this model, the Service provider will design and implement renovations. Because the entity can make profit on renovation works, they can provide cheap advice at the beginning of the renovations.

Buildings: barriers and opportunities

The second keynote speaker was Bocconi University prof. Edoardo Croci. He talked about the European and Italian approaches on Energy Efficiency and focus on buildings. Prof. Croci led the audience on a journey beginning from the *Paris Agreement* in 2015, which serves as a global framework for the policies of decarbonisation. He showed the audience how buildings account for an important share of energy consumption (36%) and CO₂ emissions (37%) globally. Therefore, buildings have the primary responsibility compared to other sectors such industry or transport.

What we do on buildings has a key impact on our ability to reach the decarbonisation objectives set out in the Paris agreement. Therefore, we need to act urgently, not only on new buildings but also on existing ones. As regards to new buildings, the aim is to have zero-emission buildings or energy positive buildings if possible, depending on the coupling of energy efficiency and renewable energy production. In terms of existing buildings, we know that the average life of a building changes from country to country in the EU. So, in Italy, the average life of a building is more than 50 years. Acting at this level requires a much longer time and almost always involves deep renovation.

Mr. Croci also stressed that indirect CO₂ emissions, both in the residential and non-residential sectors (e.g. public buildings offices) make for a higher percentage of all emissions than direct emissions. Those buildings that depend heavily on heating consumption, on air conditioning, or other energy uses are extremely relevant from the point of view of emissions. This means that energy production should shift to Renewable Energy production. If upstream energy production comes from renewable energy sources, we will then also reduce direct emissions.



Key message 1: Not all emissions are the same when it comes to buildings- local policy makers need to take this into account

Both for new buildings and existing buildings, we have the necessary technologies and funds, together with materials and design capacities. But we also have a number of barriers and many of them are contained in our policies and practices.

The assessment of emissions in buildings can be subdivided in a number of components. Simplifying, we can consider carbon emissions that are generated before the building comes into use (therefore the procurement of building materials or maintenance operations of the building during its life cycle). After the building is in place, we are talking about *operational carbon emissions* and these are generated during the useful life of the building to refresh it, to light. Although, we have a reduction in emissions in the different stages, in Energy Efficiency processes, the focus is on operational carbon emissions. But the *embodied carbon emissions* that depend on the life cycle of the building may actually carry a higher weight. Therefore, this requires an important assessment of the life cycle of the building and the evaluation of the efficiency of rebuilding (scrapping the building and rebuilding it totally rather than refurbishing it).

There is a strong connection between decarbonization policies and circular economy policies. We are now focusing on the aspects related to energy consumption and carbon emissions but there are intermediate evaluations to be made such as the issue of waste generation when demolishing a building, for example. We need to connect a number of the carbonisation measures with circular economy measures to consider the whole working life of the building, with issues such as the reduction in the use of materials and the use of highly performing new materials.

Key message 2: Energy poverty is key, especially for short term planning

Energy poverty indexes are complex indexes, they depend on a number of variables among which are both energy prices and household income. In Europe, we have 50 million households experiencing energy poverty, out of which in Italy almost 3 million households. This is a number that is growing quickly in recent years because the Covid epidemic has generally impoverished households and has increased rates of energy poverty. In addition, the increase of prices of energy and gas due to the war in Ukraine in 2022 will further worsen energy poverty in Italy.

What is interesting is that decarbonisation policies inevitably penalize the use of fossil fuel and these policies tend to increase the cost of carbon emissions, taxing externalities and thus making energy consumption costlier. As a result, energy prices are increasing. We might consider this as a simulation of what it would be to have a higher carbon tax. In the medium long term this can be an important incentive to shift to renewable energy sources which would mean an increase in the level of our energy safety, reducing our dependency, safeguarding



the environment, and reducing the energy generation costs. But in the moment, there is a great discrepancy between short and medium long term goals. In the short term, energy poverty is a priority and it is a factor for a slowing down the application of decarbonization policies that had been foreseen.

The European Union has decided to play a key role for decarbonization policies. It is firmly convinced that decarbonisation in the medium term can be a competitive factor for the European industry and for the improvement of the life quality of its citizens. So, it has played a leading role in aiming at more ambitious decarbonisation objectives. It has created an all-encompassing framework on decarbonisation in general and more specifically for the building sector. As a result, Italian planning for decarbonisation in the building sector has developed dramatically in the last decade. The new government will have to however strengthen the existing national plans for energy and climate with a high effort on renewable energy sources but also on energy efficiencies in the building sector. The *Covenant of Mayors* initiative of the European Commission has had a high success in Italy with excellent results: more than 20% of municipalities signing the agreement have experienced dramatic improvements in reducing their emissions.

Key message 3: Main barriers to energy efficiency in buildings are behavioral, institutional and economic

In 2016 an EU regulation was approved on the topic of building codes, with a minimum reference framework denoting that all buildings should be built in class A with a certain degree of Energy Efficiency. Italian municipalities have already and can still do more to influence the codes to be implemented when building a new building. This is especially true when we talk about voluntary improvements.

Mr. Croci concluded that we still have many barriers to Energy Efficiency in the building sector. These can be divided in three categories: behavioral, institutional, and economic factors. The three categories all have a great importance and are directly related to the usefulness of the PadovaFIT Expanded project that aims at reducing these barriers. Apart from the institutional complexities that make it difficult to interpret building and renovation norms, there are also cultural barriers such as a lack of awareness on the benefits arising from Energy Efficiency. All these aspects that have been analyzed in depth and solutions can be found in the shape of the One-Stop shop (OSS) solution.

4.2. PADOVAFIT PROJECT AND PILOTS PRESENTATION

Giovanni Vicentini, the project lead from the Municipality of Padova, talked about the project beginnings Padova and especially the development of the OSS. The Padova Energy desk was launched in 2021 and has enjoyed success with a variety of stakeholders. The OSS started its work during the time that Italy offered a *Super bonus*



incentive to citizens for renovation works, which has focused lots of the OSS attention to the market. This adaptation and realigning with the market has been a necessity due to the incentives and this has changed somehow the early objective of the project, which was to provide more general information on renovation.

For G.Vicentini, the OSS is a single place, but it can be a virtual or physical space. In Padova, it is a currently a virtual online space but the objective is to transform it also into a physical place which gathers in one place all the technical and financial services. These services are generally already provided individually by local stakeholders but not together in one place. There is also the information side – a crucial element for citizens who are sometimes stuck in the processes, unsure of next steps and requirements. The OSS is being called the *Energy Saving Desk* in Italy, and will probably have different names in other countries. It is not the name that is important but the function.

Although, they have often established as a branch of the municipality or a region, or a result of an EU funded project, the Padova OSS does have a legal personality. It also has a specific business model and in PadovaFIT Expanded, our University partner Bocconi has been instrumental in establishing the business model for the OSS.

Key message 4: Involving many stakeholders in the development of the local OSS is key

During the 18 months of OSS function, it has created a value chain consisting of contacts, connections and information. Most importantly, it has involved many stakeholders and got them sitting at the same table. The project PadovaFIT Expanded is behind the organization of technical tables with professional associations such as accountants, surveyors, architects and others. The project is the reason why the municipality has reached out to associations of businesses and the Chamber of Commerce. The municipality has used the project to get out on the streets, looking for citizens to provide them information, putting campaigns on public transport and holding interactive information sessions.

The service was initially very much used by citizens and these would often ask for a list of companies that could perform work. Citizens also wanted to know more about financial products, which banks could make available, and the credit grants to finance their renovation. As the OSS became well known in the territory, a variety of professionals have contacted the OSS to gain information, which serves to prove the information gap.

Key message 5: OSS fill the existing gaps in the renovation market

Working with citizens in Padova, the Municipality has seen that, despite all the incentives, financial resources and technical solutions available to renovate buildings, there is still a long way to fully support the citizens initiate their renovation journey. Therefore, the One-Stop shop in Padova has filled and will continue to fill the gaps not filled in by the market or the state incentives. The market can and should provide the actual renovation work (the solutions) but the market alone is not good at providing clear and organised information to the citizens.



The key result of the implementation of the OSS is that millions of euros of investments were made by those who reached out to the OSS and which otherwise would not have been activated in the same time frame. When surveyed, the great majority of users of the OSS said they would recommend the OSS to others. This means that the OSS service is considered useful by citizens.

Key message 6: OSS needs to be made sustainable in terms of financing

PadovaFIT Expanded is ending but the OSS in Padova will not end. It needs to be part of the practical side of the city administration and can provide concrete support both internally to stakeholders and to citizens through a range of services. The information campaign will continue as the awareness raising component should not be ignored. In terms of the sustainability of the model, the project lead foresaw that there might be losses but there might also be potential new lines of revenue to be explored. The Italian OSS need to find a way to use funds from the National Recovery fund. There needs to be a clear balance between public funding and a new revenue model (e.g. some citizens and companies pay fees for certain services). When that balance is achieved, the business model will be successful and the OSS can achieve sustainability.

Key message 7: Different countries face different problems when it comes to OSS development

Ella Sipetan project lead from the Municipality of Timisoara, presented together with Razvan Mircea from the University of Timisoara. She explained that, in Romania, the public-private collaboration aspect that was so fundamental for the success of the Padova OSS, could not be accomplished. In Romania, citizens trust their local authority as they do in Padova, but they also expect them to be separate from private company initiatives. Therefore, the OSS in Timisoara focused on making sure that the administration provides correct and updated information on renovation for all parties. Their next step for the OSS is to find a way to connect the private companies of renovation with citizens in a transparent and effective way. In any case, the model will be an advice model, for the time being.

Key message 8: It is important to choose the right municipality when piloting an OSS

Mrs. Agopyan then presented the OSS pilots of the project in Bulgaria. She started off by explaining why the two pilot municipalities in Bulgaria (Vidin and Smolyan) were chosen as pilot partners in the PadovaFIT Expanded project: these have already participated in other Smart City projects. Both cities aim to establish a so-called *Positive energy district* and thus achieve the energy production to cover the energy needs of their own buildings and even share energy with other neighboring areas.

She then proceeded to explain the situation in Bulgaria, with a number of interesting figures that show the state of play of building refurbishment in Bulgaria and showed numbers referring to their ownership, occupancy level, their construction year and similar. Most of the multi-family buildings in the 2 pilot cities, and in Bulgaria as a whole, were constructed before 1989 and the majority of these in the 60s. It is evident that these buildings are



in urgent need for renovation and renovation programs were introduced in Bulgaria (2012-2020). However, until now only 26 residential buildings were renovated in Vidin (accounting for only 0.2% of buildings that need renovation). In Smolyan, 48 residential buildings were renovated, accounting for only 0.4% of buildings that need renovation.

One of the reason for such a slow pace is that in Bulgaria, it is difficult to convince dwellers to initiate and participate in renovation projects. A great reason is that in residential buildings, the owners cannot agree to carry out the works, or they do not all give the permission for one of the tenants to initiate renovation. In addition, may tenants have emigrated and the apartments are empty, with the impossibility to contact the owners and get their approval for renovation.

Agopyan concluded that The Bulgarian One-Stop shop will be structured and organised in a similar way to a project consortium. The Energy agency of Plovdiv will partner will the pilot municipalities. There will be experts to support the technical and financial aspects and the services provided by EAP will be free for both municipalities and citizens. All activities will be managed and controlled by the OSS management board (representatives of EAP and the Smolyan and Vidin municipalities). The main model of the OSS services will be the advice model, with a focus on direct access to information (for professionals and homeowners).

The OSS in Bulgaria will provide an easy access to public documents (templates of the documents for applying for financing) and support for paperwork preparation (for citizens and municipalities). It will also go slowly into the support direction, as it will help with the preparation of feasibility studies, energy audits, indicative budget for the renovation of the building (design, construction, and supervision costs), and an allocation of the costs among homeowners. In the future it may also be offering technical designing of selected buildings and it will provide legal and technical support to municipalities for launching public procurements for implementation of EE measures.

4.3. PANEL DISCUSSIONS

The **first panel** was dedicated to the topic of technical and procedural solutions for energy renovations. The panel was co-moderated by project partners SOGESCA (L. Bano) and University of Bocconi (A. Bagaini). The invited speakers in this panel were Francesca Hugony from ENEA (Italian National Energy Agency), representing the DeciWatt programme, Claudia Carani from AESS (Energy Agency of Modena) and Eva Lucas Segarra from the Valencian Institute of Buildings, speaking on behalf of the Save the Homes project.



For the sake of brevity, we will not go into all the presentations and points that the panelist made, or the questions that were posed. As in previous parts of this report, we will only highlight the main key messages that are relevant as event takeaways and can be used for our project.

F. Hugony spoke at length about the DeciWatt programme, funded by the city of Milan, with ENEA serving as scientific support. At the center stage of the project is *the digital instrument* which provides data to citizens on energy standard of buildings at the local level using cadastral data. She explained how the OSS was founded and the relevance of thermal energy in the project. In the project ENEA serves as a scientific support with its competencies but it also provides the results of its research and has developed the tools to support local, national and international energy policies. The use of concrete digital tools is taking more center stage in a number of renovation projects at the EU level. Tools such as this one have the advantage that data can be collected from a certain area, and this data can be useful for both the local authorities and the citizens. In the DeciWatt programme for example, the data they collected provides a certification of Energy Efficiency for each building and it provides the energy savings data to citizens about concrete savings they can derive from any renovation work. Later on, E. Lucas Segarra mentioned another digital tool used in Valencia, the *One click diagnosis* - through which users can find the information of their building construction, the estimated CO2 emissions, comfort, energy consumption, and renovation options.

Key message 9: OSS offer great value when they can offer technical advice, support and specific (digital) tools to citizens to engage with renovation

We have also seen in our project PadovaFIT Expanded, and this panel has confirmed, that OSS can serve as hubs for various professionals to meet and exchange ideas and inputs. One of the panelists mentioned that they call their OSS *the Hub*. In the OSS they gather various professionals such as architects, engineers and even lawyers as they provide both technical and legal advice. Their role is to help the citizens and building managers to enter into contracts the businesses that will actually perform the jobs. They also have foreseen the participation of renovation designers. They function through setting up short information slots which are performed either over the phone or in a video conference.

Key message 10: The question of trust is key: without it, OSS cannot flourish

In Valencia, it was also observed in other locations where the panelists come from, there is a general lack of trust in suppliers. As a result, the OSS steps in to fill the gap. It can, for example, develop a registry of contractors and technicians. But citizens need to trust contractors and for now they are more trusting each other. All the panelist agreed that citizens need to be able to find a way to trust contractors. This lack of trust is a great barrier to undertaking steps towards renovation and need to be addressed. E. Lucas Segarra explained that although, energy savings is the most important aspect, we cannot forget other issues such as comfort, health, value of the building, and aesthetics. We need to gain trust of citizens by involving them on these issues as well. In terms



of establishing trust, in Valencia they have had success with the founding of the so-called *Citizen's school of energy renovation* through which people can share their experiences, get feedback from the others and compare and review contractors. This has been a trend in other sectors (consumer reviews on restaurants, lodging, etc.), so why not also use the approach in the field of renovation.

Key message 11: OSS need to be present, not only at the beginning stages, but also later on, with follow up and assessment measures when possible

The panelists agreed that OSS can provide information at the initial stage but have little resources when it comes to the execute and design of renovation. E. Lucas Segarra said that once the renovation starts, it is hard to maintain contact with the homeowners. Therefore, it should be possible to have some follow up information about the result of the process that was initiated due to the OSS. All panelists agreed that it is important to see the real data in order to, not only understand better customer satisfaction but also, what is the most effective action in terms of renovation (e.g. savings).

A. Bagaini added that it is also not easy to plan how we can assess the actual performance of the One-Stop shop and on the other hand the customer satisfaction. The long time frames of project duration make this difficult. One solution is to involve the citizens directly with questionnaires from the beginning, so we can have points of comparison. The citizen themselves are part of the monitoring activity of the work qualification process.

The **second panel** at the Final event was on the topic of the future and sustainability of OSS. It was co-moderated by our partners FFS (A. Asmundo) and SINLOC (A. Montanelli). In the beginning the panellist S. De Nigris presented the Europa Project OSS and especially, their *Energy subscription service*. He spoke about the resulting OSS launched in countries like in France, Portugal, Italy, German, and Latvia. In addition, the project has developed a number of self-learning modules on different aspects of creating an OSS (marketing, funding, etc.) which can be used for replicability. The second panellist Simona Acerbis from the Energy Agency of Parma (ATES) spoke about the Condominium project and its Energy desk in Parma. The project uses the ESCO model to finance the renovations and this is a model which is new to condominium managers and their tenants. In Parma, it is the municipality that hosts the Energy desk, but their success has been limited due to epidemic. Finally, the panellist Waltraud Schmidt took the floor to speak about the EU-funded RenoBooster project in Vienna. She spoke about their functioning and highly successful OSS and explained the steps taken by the consortium partners to find out what the citizens were interested in and their main challenges. Although the Viennese OSS has mainly an advice model, there is also a strong aspect of support, especially in terms of finding funding for the renovation. Their novel concept of subsidizing information was also presented, and challenges the usual way of understanding subsidies only for renovation works. Her main recommendations for assuring long term sustainability are to work with partners who have experience and are ready to provide



consultation services based on changing needs. She also underlined the importance of really understanding the citizens so that the services can be tailored to them. In her view, the sector must accept responsibility of the overview of the customer journey, even if it does not need to implement the whole steps of the journey.

Key message 12: Regions have a role to play in developing OSS, but their role is different to that for municipalities

S. De Nigris said that in the Piedmonte region they have many municipalities, and many inhabitants. Therefore, they cannot as a region compare their work with the one carried out in the municipality. The regional approach should probably be different to that of municipalities, for example, regions can be facilitating the birth of similar initiatives on their territory. They have been doing so by, firstly, associating technical assistance with energy agencies or working with the social housing companies (e.g. through a memorandum of understanding for energy renovation projects). On the other hand, they are also, as a region, providing an information advisory service as a One-Stop-Shops for the citizens, by using an online platform.

Key message 13: EU Funding works to kick start OSS, especially in cities that are ripe for them and when all the partners are from the same city/region.

W. Schmidt was very confident in the affirmation that EU funding has made it possible for the project in Vienna to be a success. The funding works well in the stages of establishing framework, with the objectives and working programme. Of course, it will be successful only if the city is ripe for such a project: in the case of Vienna, there is the fact that the city is also a province and therefore can regulate its building codes. This allows for more decision making and influence in the project stakeholders. Vienna has a number of useful instruments in their hands and also the subsidies, all of which can make long term sustainability possible.

She also highlighted the fact that they had a Consortium which was only Austrian, and concretely, from the province and city of Vienna. They had, at the national level, excellent private sector partners such as the Austrian Association of Real Estate. They also had the Austrian social science institute, who was ready to support the research and data that is always needed in these kinds of projects. Therefore, the composition of the Consortium, in terms of partner diversity, but also a certain cohesion, can lead to the efficient set up the OSS services.

Key message 14: OSS can be integrated in a wider picture of helping citizens improve their homes, not only energy focused services

W. Schmidt explained that the resulting OSS in Vienna is a physical space/office open to all citizens, called Hauskunft. The word does not imply that it is related to energy: it is a composition of words, one relating to the concept of *home or any type of building* and the other means *future*. It is really about being open and welcoming



to citizens, providing information on renovation and projecting citizens into the future with the positive idea that their homes, whichever shapes they take, can be regenerated and improved.

Event closing

Daniela Luise, PadovaFIT Expanded project lead from the Municipality of Padova took the floor to close the Final project conference. She concluded that many speakers, either from Italy or abroad, showed different OSS and service models but that all agree on the universal need for these services. We need to support now, more than ever, our citizens and our businesses. As public entities, local authorities must work hard to promote social innovations and set up networks to keep learning from other locations and other sectors, in order to grow.

Key message 15: OSS need to connect into networks at national level, but also possibly at EU level

D. Luise said that when the project was developed and slowly started in Padova, OSS were almost considered a visionary concept. Now we can see that they are becoming concrete and real. For her, and the Municipality as a whole, the idea of the One-Stop shop country Networks is excellent. In Italy it is being implemented and this might also work at the EU level. It is extremely useful to see what others are doing, how they deal with the challenges and what concrete steps they are taking.



5. SUMMARY TABLE OF MAIN MESSAGES

#	MAIN MESSAGE	RELEVANCE FOR PADOVAFIT EXPANDED
1	Not all emissions are the same when it comes to buildings- local policy makers need to take this into account	Policy recommendations
2	Energy poverty is key, especially for short term planning	Policy recommendations
3	Main barriers to energy efficiency in buildings are behavioral, institutional and economic	Project and OSS replication
4	Involving many stakeholders in the development of the local OSS is key	Project and OSS replication
5	OSS fill the existing gaps in the renovation market	Policy recommendations
6	OSS need to be more sustainable in terms of financing	Policy recommendations
7	Different countries face different problems when it comes to OSS development	Policy recommendations
8	It is important to choose the right municipality when piloting an OSS	Project and OSS replication
9	OSS offer great value when they can offer technical advice, support and specific (digital) tools to citizens to engage with renovation	Project and OSS replication
10	The question of trust is key: without it, OSS cannot flourish	Project and OSS replication
11	OSS need to be present, not only at the beginning stages, but also later on, with follow up and assessment measures when possible	Project and OSS replication
12	Regions have a role to play in developing OSS, but their role is different to that of municipalities	Policy recommendations
13	EU Funding works to kick start OSS, especially in cities that are ripe for them and when all the partners are from the same city/region	Policy recommendations
14	OSS can be integrated in a wider picture of helping citizens improve their homes, not only energy focused services	Policy recommendations
15	OSS need to connect into networks at national level, but also possibly at EU level	Policy recommendations



6. EVENT PICTURES



The registration desk at the final event.



All the participants at the final event in "Sala Paladin".



The PadovaFIT Expanded project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement N° 847143.



The presentation of Prof. Croci – Bocconi University.



Mr Vicentini, of the Municipality of Padova, moderated the final event.



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