

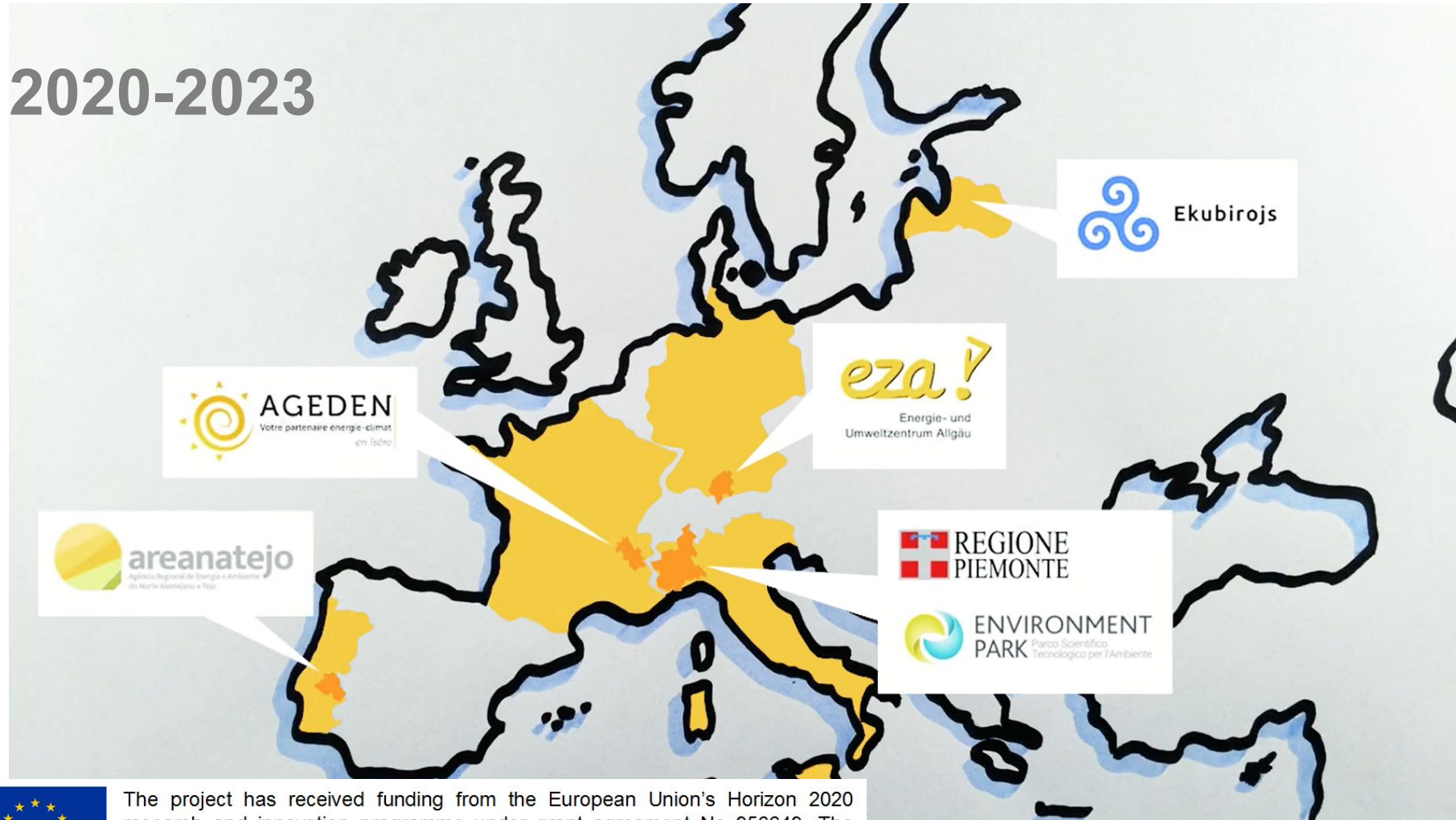


# ONE-STOP-SHOP SUCCESS STORIES: INCREASING CITIZEN PARTICIPATION IN HOME RENOVATION

**Silvio De Nigris**  
**Piemonte Region**



# The project consortium



Climate Alliance



# Project mission

The EUROPA wants to create **simpler, better and together** deep renovation of residential buildings.

We believe that we can offer stakeholders a better business model through regional One-Stop-Shops integrated with an Energy Efficiency Subscription model. To top it off, we offer our stakeholders technical assistance and financing options as well as facilitation and/or coordination of the renovation process.



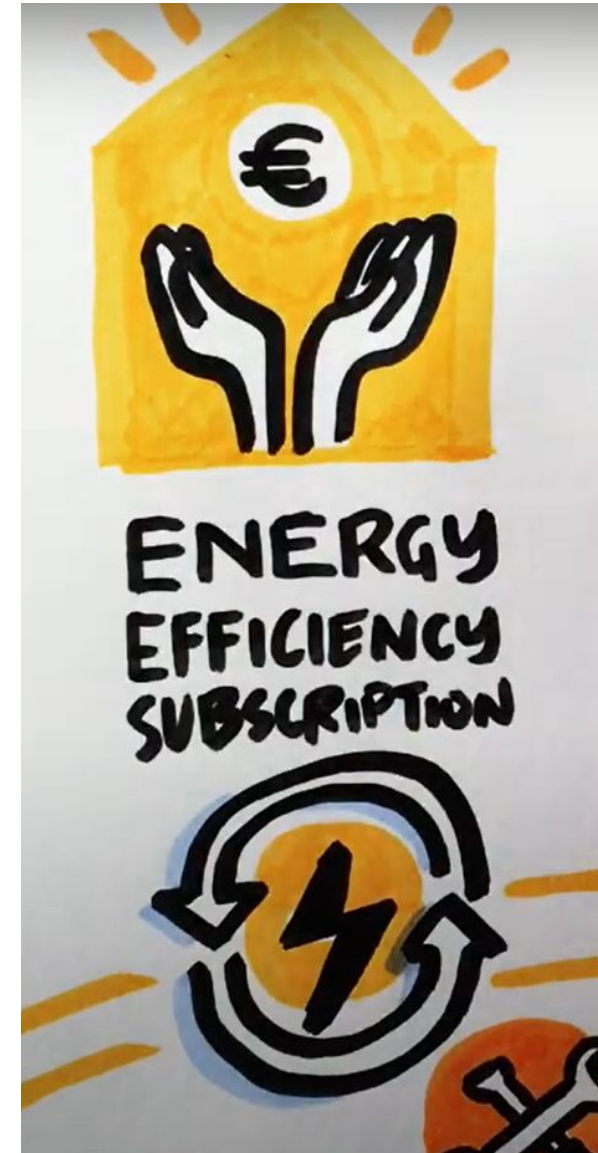


# Project mechanism to accompany home-owners



# The Energy Efficiency Subscription

An Energy Efficiency Subscription is a contract between residents/property managers and market operators aimed at ensuring high standards for deep renovation of residential buildings and defined amount of energy efficiency.



# The One Stop Shop approaches



The **OSS in Kempten (DE)** provides advice for condominiums and to housing management companies that are in charge of larger buildings.

The OSS offers assistance in incorporating the existing subsidies in the most efficient way. Stakeholders on both sides can be matched and start working together on actual projects. Our partners in construction are trusted and the quality of their work is checked regularly.

The **Latvian OSS** focus on building on-the-ground support as well as scaling our efforts through digitization, using the SUNShINE platform. Tasks include:

- Informing, motivating, assisting building owners to follow through energy efficiency investments from start to finish of the renovation process;
- Implementing co-design methodology with stakeholders to facilitate the building renovation process;
- Helping stakeholders access subscription-based financing.





# The One Stop Shop approaches



**The Piemonte OSS** is intended to be a catalyst of multidisciplinary expertises which will support the investment journey of house owners and property managers. They will receive a customized consulting service for the energy renovation of their house.

In the Piemonte region, the EES has been adapted following the national and regional technical and legal requirements, with a focus on the Public-Private Partnership (PPP) financing approach for social house companies.

**The Portuguese OSS** supports the decision-making process of property owners and private investors since the beginning of the process until the implementation of investments and verification of the performance guarantee, in order to produce concrete impacts on energy saving, on the production of RES and on the reduction of CO<sub>2</sub> emissions.



# The One Stop Shop approaches



The **OSS in Isere (FR)** will be a way for owners to easily access a complete deep renovation platform. AGEDEN will provide technical support for the platform, updated information about the renovation process, as well as support to the owners about the EES contract features. AGEDEN will also facilitate connections between home-owners and qualified professionals and partners. AGEDEN will set focus on the deep renovation process full completion for all stakeholders.

Different approaches according to different conditions:

- Institutional role (public/private)
- territorial dimension (small municipalities/large region)
- level of maturity of the market (over-demanding)
- available financial conditions (available grants/financial packages)
- main target groups (social housing/home owners)



# The services provided

- Information
- recommendations
- matchmaking
- financial assessment
- contractual specifications



HOME PROGETTO EUROPA SPORTELLLO ENERGIA SERVIZI  
NEWS

## Cos'è il progetto EUROPA?

L'obiettivo dei nove partner europei del **progetto EUROPA Horizon2020** è quello di accelerare la transizione verso edifici a zero emissioni di carbonio e ambienti di vita sani. Promuoviamo interventi di riqualificazione energetica a ridotto impatto ambientale ed emissioni di carbonio contenute.

PER SAPERNE DI PIÙ



Figure 3: Main models of integrated home renovation services

# The engagement

- Communication campaign at regional local level (press releases/articles, website)
- Meetings with associations of condominium and other key stakeholders
- Involve other stakeholders networks
- started but ....still going on

## Nasce lo Sportello Energia Piemonte

Uno strumento online per aiutare i cittadini a cogliere le opportunità del Bonus 110%



HOME PROGETTO EUROPA SPORTELLO ENERGIA SERVIZI

### Cos'è il progetto EUROPA?

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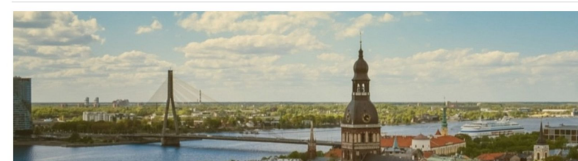
## BALCÃO ÚNICO QUER FACILITAR RENOVAÇÃO ENERGÉTICA DE EDIFÍCIOS RESIDENCIAIS NO ALTO ALENTEJO

Publicado por Edifícios e Energia | Out 29, 2021 | Notícias



A AREANATEjo - Agência Regional de Energia e Ambiente do Norte Alentejano e Tejo deu a conhecer, na passada terça-feira, um novo balcão único de auxílio ao processo de renovação de edifícios residenciais, do início ao fim, na sub-região do Alto Alentejo. Já disponível, o balcão tem o propósito de contribuir para a poupança de energia pela maior eficiência, para o conforto térmico e para uma maior sustentabilidade ambiental.

"Kopā ar tevi ceļā uz atjaunotām mājām" - atklāta vienas pieturas aģentūra ēku atjaunošanai Latvijā



# QUOTIDIANO ENERGIA

ROMA, 7 dicembre 2021 • Politica energetica

## Il Piemonte avvia lo "sportello Energia"

Un'iniziativa per informare i cittadini sulle possibilità di efficientamento con consulenze gratuite

La Regione Piemonte ha avviato lo "sportello Energia" che, come spiega una nota, vuole

atjaunotām mājām



Avots: ekubirojs.lv

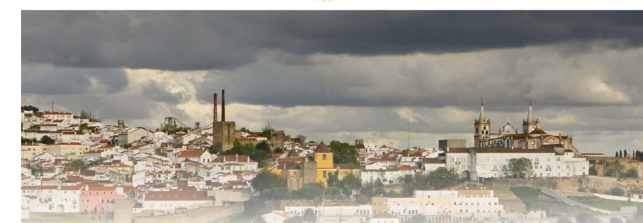
Biedrības "Ēku saglabāšanas un energotaupības birojs" (turpmāk tekstā "Ēku birojs") kopā ar oktobrī, atklāja savu vienas pieturas aģentūru ēku atjaunošanai Latvijā. "Pateicoties mūsu pieturas aģentūrai" atklāja vienas pieturas aģentūras rīkotājdirektors Māris Zeltiņš "māris.zeltins@ekubirojs.lv"



AREANATEJO  
Agência Regional de Energia e Ambiente  
do Norte Alentejano e Tejo



This project has received funding from the European Union's "Horizon 2020" research and innovation programme under grant agreement No. 959549



## A eficiência energética aliada à renovação de edifícios no Alto Alentejo - projeto Europa

AREANATEjo cria um Balcão Único (One-Stop-Shop) com objetivo de auxiliar a implementação de medidas de melhoria (eficiência energética e conforto térmico) nos edifícios residenciais na sub-região do Alto Alentejo.



# Call for replication



[europaonestop.eu](https://europaonestop.eu)

CALL FOR EUROPA  
REPLICATION PROCESS

 Deadline: February 21st, 2021





# Thank you

**Silvio De Nigris**  
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