

Europa.



# EUROPA final conference

## *online part*

# Welcome!

Date: 12/09/2023



This project has received funding from the European Union's "Horizon 2020" research and innovation programme under grant agreement No. 956649



# Workshop agenda

## 09:00–11:30

### Part 1: EUROPA key results and learnings

Welcome and Introduction by Piemonte Region

Introduction by CINEA

EUROPA key results and learnings presented by all Project Partners

*Break*

### Part 2: Workshop along the customer journey of a One-Stop-Shop

The role of public authorities in One-Stop-Shops of residential energy renovation by CINEA

Impact of public authorities' involvement in (setting-up) One-Stop-Shops moderated by REIMARKT

Closing of the event by Piemonte Region





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# EUROPA *key results and* learnings

The EUROPA team

Date: 12/09/2023



This project has received funding from the European Union's "Horizon 2020" research and innovation programme under grant agreement No. 956649



# The project consortium



Climate Alliance



5 pilot regions in Italy, Germany, Portugal, France and Latvia + technical partners with financial, communication and technical expertise.

Project duration: 3 years (end in September 2023)

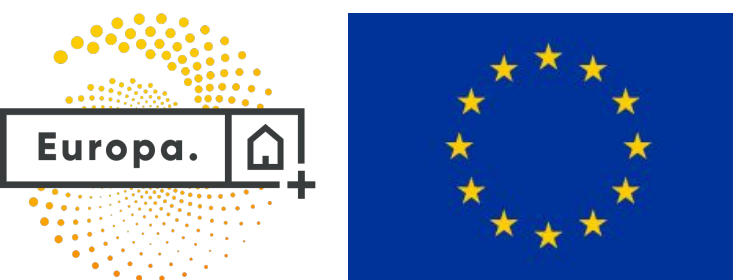




# Project KPIs

**Silvio  
De Nigris**

**Piemonte Region**



Indicators	Achieved
Investments triggered (M€)	<b>35,1</b>
Primary Energy Savings (GWh)	<b>13,13</b>
Renewable Energy Production (GWh)	<b>0,76</b>
GHGs Emission avoided (t)	<b>2.409</b>
N. of condominium	<b>71</b>
N. of dwellings	<b>1.114</b>
Market operators and stakeholders involved	<b>265</b>
N. of organizations involved in replication process	<b>23</b>





Silvio  
De Nigris

Piemonte Region



# The Project concept



Three  
mechanisms  
developed



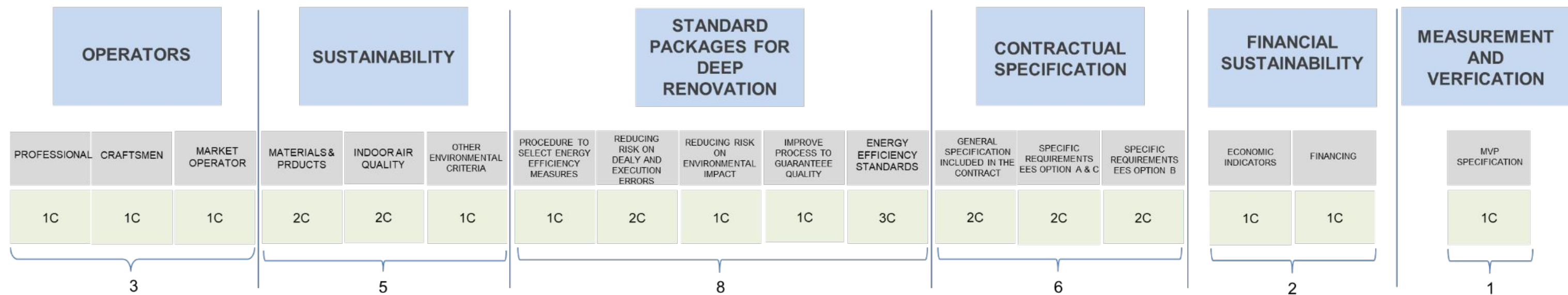
# The Energy Efficiency Subscription

EES provide requirements and standards for market operators to guarantee building owners and end-users results throughout the whole value chain of the deep energy renovation of residential buildings

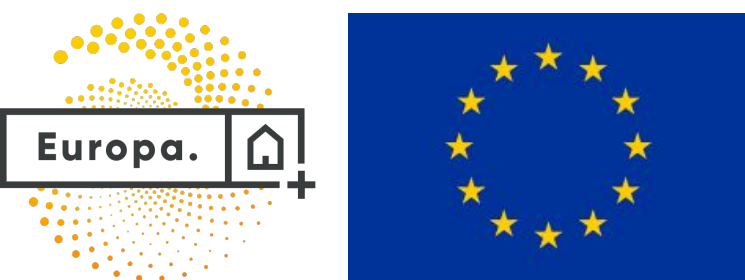
Mauro  
Cornaglia  
Environment  
Park

EES fixes standards on different topics

- 25 criteria referring to 17 groups and 6 topics.
- 12 criteria mandatory – 13 optional



EES has been adapted to the context of 5 countries:  
France, Germany, Italy, Latvia, Portugal

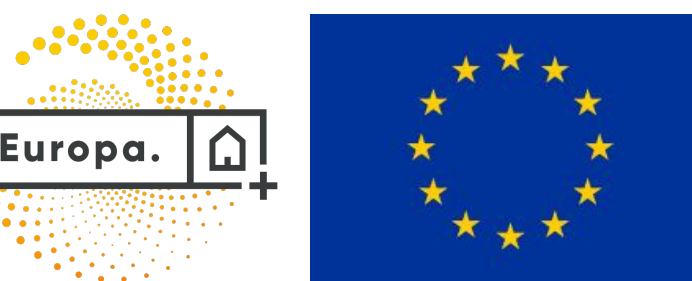






# The Energy Efficiency Subscription

Mauro  
Cornaglia  
Environment  
Park



		EES requirement and standards		score
OPERATORS	Professional	Architects or Engineers expert on energy efficiency design, energy saving calculation, baseline definition, development plans for construction verification, and measurement and verification. <b>Expert certified according to international (IPMVP) or national standards (e.g. KfW 55, UNI CEI 11339:2009, OPQIBI 1905 - 1327 - 1224, AFNOR, MK Nr. 382, etc...)</b>	must to have	0
	Craftmen	<b>Craftmen certified according to national standard or qualification system regulation</b> <ul style="list-style-type: none"> <li>• <b>Window and door frame installer</b> with nationally recognised qualification (e.g. Techniker oder Meister) or expert certified according to national standards (e.g. KfW 55, UNI 11673:2019, CLASSE+, QUALIBAT)</li> <li>• <b>External thermal insulation composite system (ETICS) installer</b> with nationally recognised qualification (e.g. Techniker oder Meister) or expert certified according to national standards (e.g. KfW 55, UNI 11716:2018, QUALIBAT, RGE, ECO-ARTISAN, etc.)</li> <li>• <b>Biomass heating system installer</b> with nationally recognised qualification (e.g. Techniker oder Meister) or expert certified according to national standards (e.g. KfW 55, UNI 11657:2016, QUALIBOIS, 522348, etc.)</li> <li>• <b>PV system installer</b> with nationally recognised qualification (e.g. Techniker oder Meister) or expert certified according to national standards (e.g. UNI CEI TS 11696:2017, QUALIPV, 522338, etc.)</li> <li>• <b>Building Automation Control System (BACS) installer</b> with nationally recognised qualification (e.g. Techniker oder Meister) or expert certified according to national standards (e.g. UNI CEI TS 11672:2017, 523268, etc.)</li> <li>• <b>Other expert</b> (e.g. low temperature radiant system installer, craftsmen involved in building global energy performance and efficiency, renewable system installer, geothermal system) certified according to national standards (e.g. UNI 11741:2017, QUALIFORAGE, UALIFELEC, QUALIFEAU, 522348, etc.)</li> </ul>	must to have	0
	Market operator	<b>ESCo</b> certified according to national standard or qualification system regulation (e.g. UNI CEI 11352, normative order n. 15/2021, etc.) or <b>Other market operator (e.g. Construction Companies, Utilities, etc)</b> that can demonstrate the following requirements: <ul style="list-style-type: none"> <li>• at least 5 years of experience in deep renovation intervention</li> <li>• provide and manage an energy service with contractual guaranteed saving</li> <li>• provide expert on contract guarantee energy savings</li> <li>• provide expert on energy audit and MVP</li> <li>• provide expert in project management</li> <li>• able to manage an EPC</li> <li>• provide financing for deep renovation intervention</li> </ul>	must to have	0
SUSTAINABILITY	Materials & products	Use of materials and products with environmental certification complied with ISO 14025 (e.g. Environmental Product Declaration), ISO 14021 (e.g. Remade Italy), ISO 14024 (e.g. Ecolabel, Ble Angel, etc.) standard and wood materials certified with PEFC/FSC	must to have	0
		Use of materials complied with specific EES requirement: <ul style="list-style-type: none"> <li>• % of recycled materials</li> <li>• % of renewable materials</li> <li>• % of local materials</li> </ul>	optional	2
	Indoor Air Quality	Indoor air quality is ensured through verification of the <b>absence of interstitial condensation</b> between layers of the building envelope, and through natural air exchange systems (window openings)	must to have	0
Indoor air quality is guaranteed through <b>mechanical ventilation systems</b> equipped with heat recovery units capable of guaranteeing an air exchange according to the categories set out in standard EN 15251		optional	2	
Other environmental criteria	Use of a <b>Green Building Rating Tool</b> (e.g. LEED, BREAM, HQE, ITACA etc.) with the aim to provide a global assesment of the building sustainability	optional	6	

A deep energy renovation of residential buildings is in compliance with EES if all mandatory requirements are met

Fulfilling the optional requirements allows for a score ranging from 0 to 34.

Different levels of EES can be achieved: Bronze if the score is between 0 and 10, Silver between 10 and 20

Gold if the score exceeds 20 points

compliance with a mandatory criteria does not generate points

compliance with an optional criteria generates points





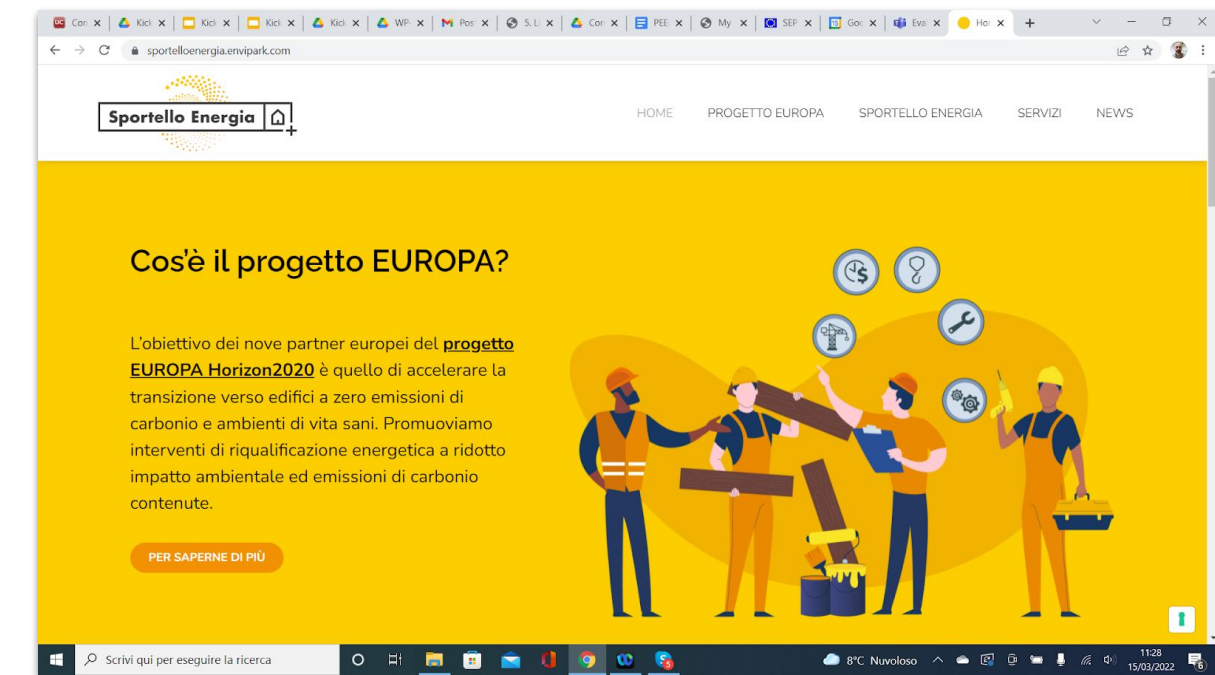
# One Stop Shop Activities in Italy

The OSS works twofold:

- with Social house Companies providing a full technical assistance service
- with homeowners with an informative/facilitation service via an online platform:

[www.sportelloenergia.envipark.com/](http://www.sportelloenergia.envipark.com/)

- The project provided the opportunity to create a network of professionals and market operators in line with the EES standards and used for the matchmaking service provided by the OSS.
- New fields of actions on the Renewable Energy Communities topic will be explored with the active collaboration of local authorities.



Silvio  
De Nigris

Piemonte Region







# One Stop Shop Activities in France

Hugo  
Posmantier  
Emmanuelle  
Goloub  
AGEDEN

- Actions through the 17 intermunicipalities of the Isère department
- **Our actions** : Telephone contact / Online advice meeting / Onsite meeting (delivery of a technical report and grants)
- **Proud of** : Europa made actions possible to raise the awareness of co-ownership stakeholders about comprehensive energy renovation
- **Obstacles**: Implementation of new tools and models in a rather "locked" system by national regulations
- **Sustainability of the action** : Multiply awareness-raising actions among the various actors of energy renovation, facilitate their linkage by the OSS, set up EPCs in co-ownerships with the corresponding profile





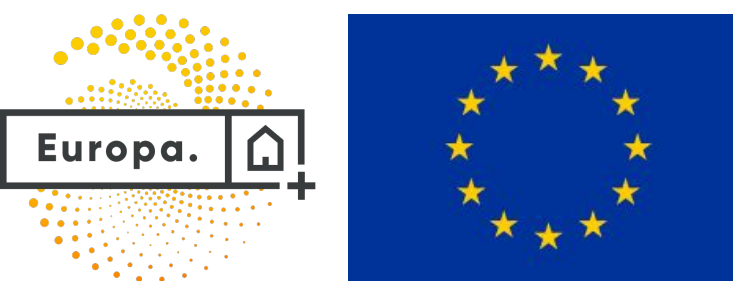


# One Stop Shop Activities in Germany

**Clemens  
Hafner**

**eza!**

- focus on homeowners in condominiums
- multi-level consultation
  - by telephone
  - on-site
  - funding and construction support
- information on website and events (e.g. trade fairs)
- connection of home owners and market operators
- 200 projects supported

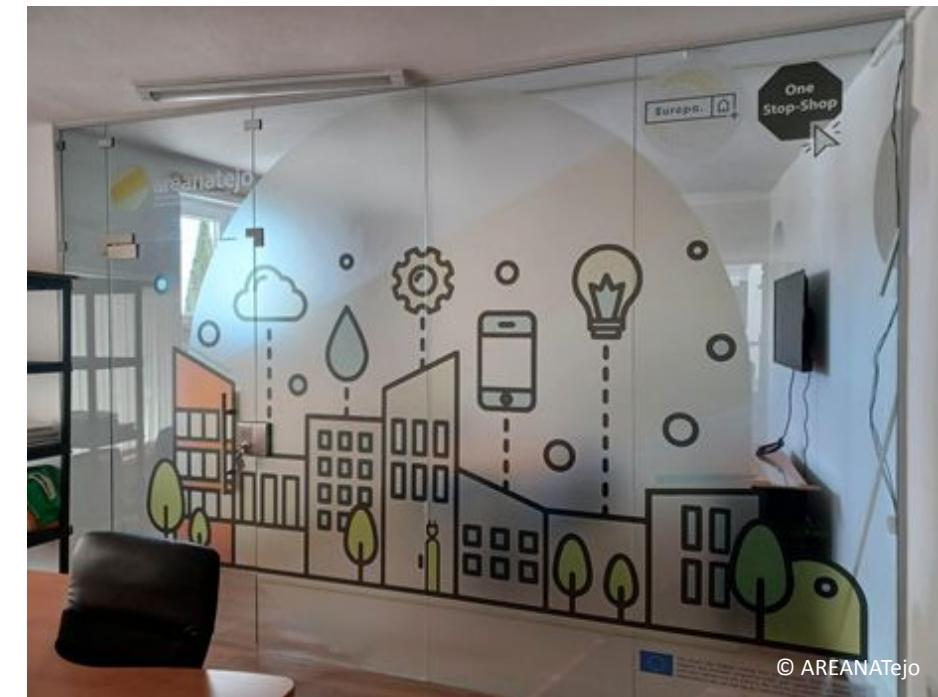






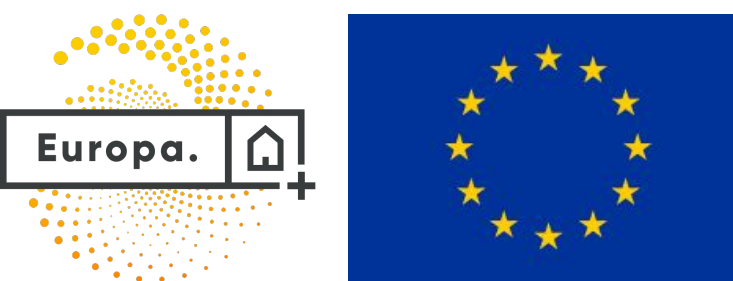
# One Stop Shop Activities in Portugal

- Collaboration protocols with 7 municipalities - Technical assistance service for social housing.
- For homeowners, an online questionnaire and an infographic were used as main tools to gather contacts as well as site visits.
- Providing advice in energy efficiency measures.
- 209 buildings were analysed and working on the future implementation of EE measures (6,3 M€ to be triggered).
- Guidelines to allow homeowners to gather funding in the ongoing national calls for EE implementations.



Hugo Saldanha

AREANATEjo







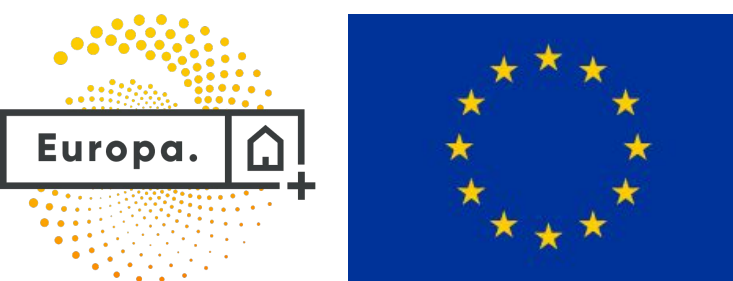
# One Stop Shop Activities in Latvia

The OSS works directly with the residents to promote the energy retrofitting activities via the dedicated “Energy efficiency tent days” in different cities in Latvia:

- A total of 11 meetings are organised with the mobilisation of 257 end-users including cooperative and house elders, maintenance companies representatives, and city officials;
- EES criteria are used as a talking point to the residents to stress the necessity of quality works in the process.

**Nicholas  
Stancioff**

**Ēkubirojs**



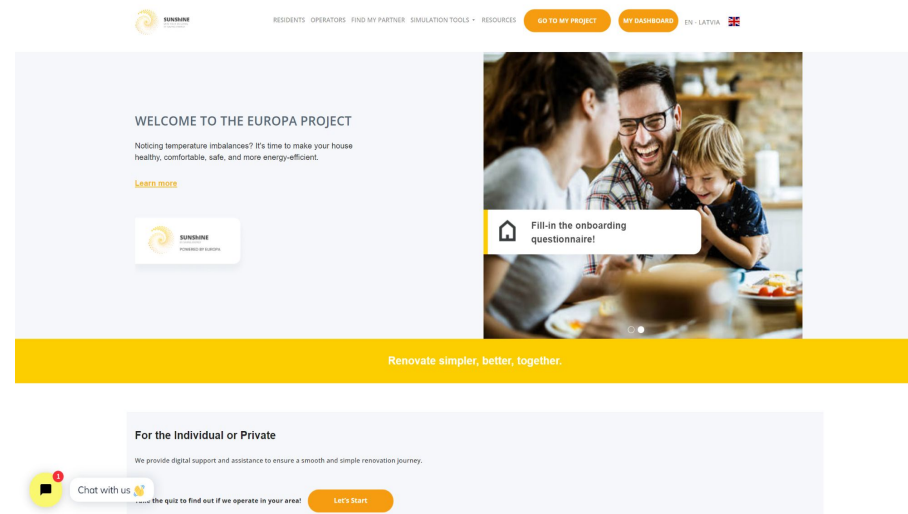




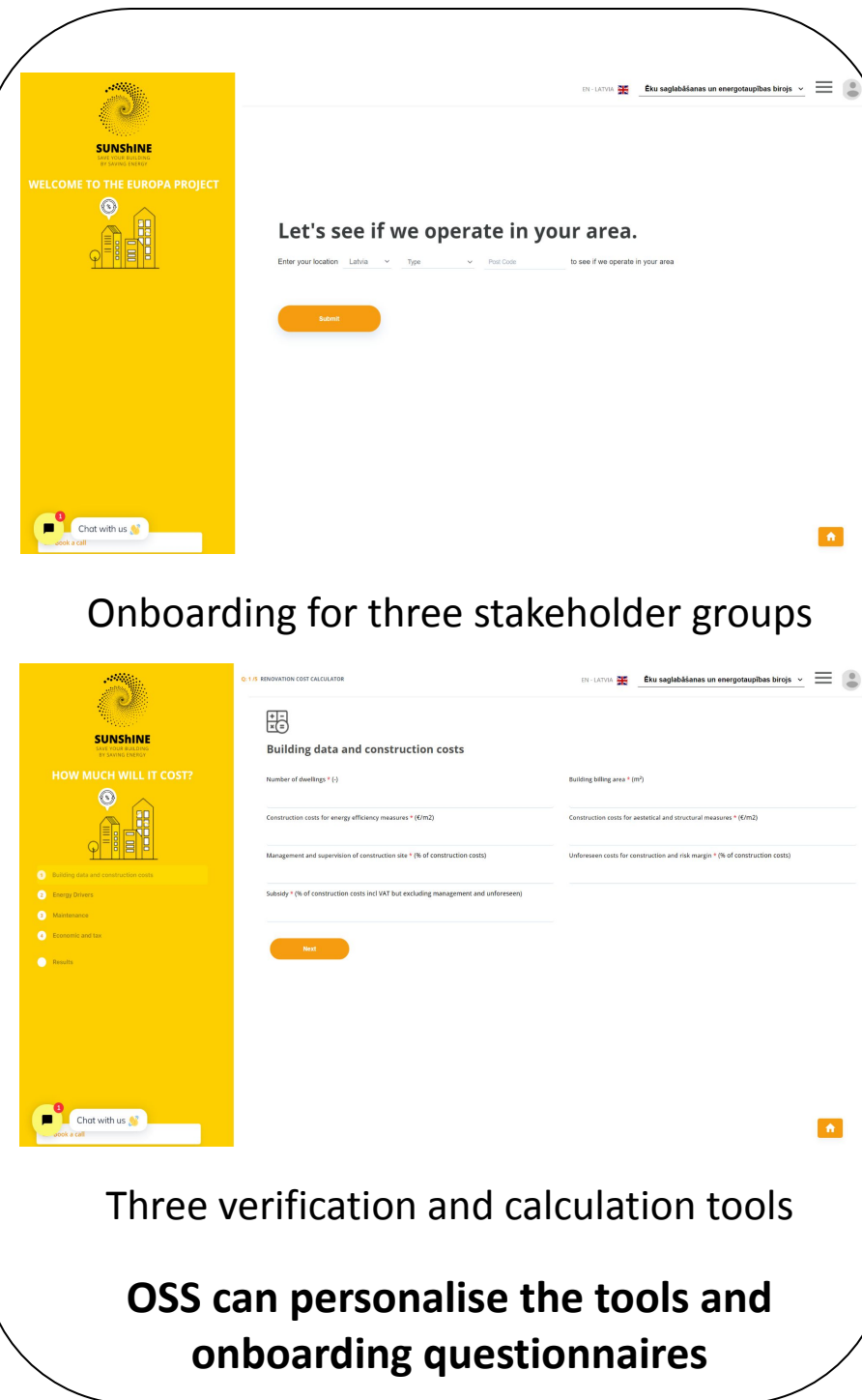
# The web platform

Nicholas Stancioff

F3



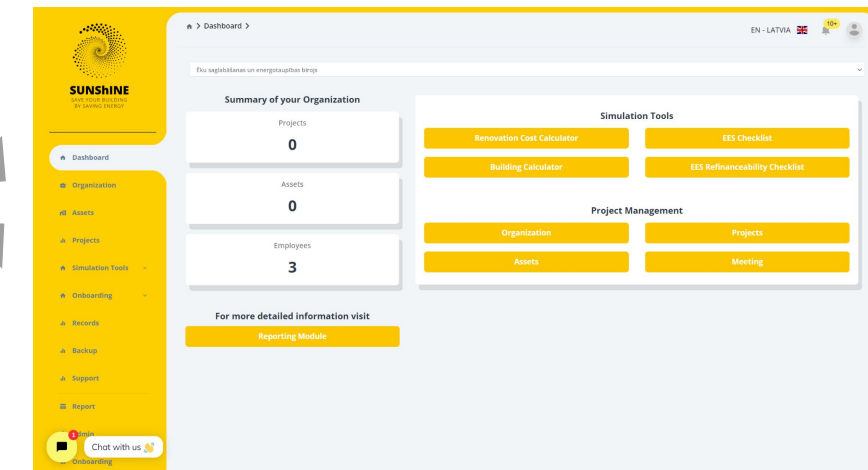
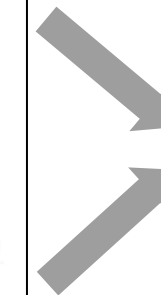
The landing page



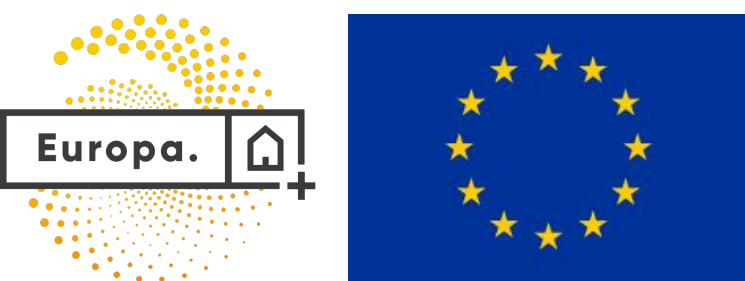
Onboarding for three stakeholder groups

Three verification and calculation tools

OSS can personalise the tools and onboarding questionnaires



Organisation's Dashboard and Project Management



The merge of two instances of the SUNSHINE platform powered by Europa is planned in December 2023 to expand the number of countries of operations





# The Replication process

Replication process to share EUROPA experiences and knowledge.

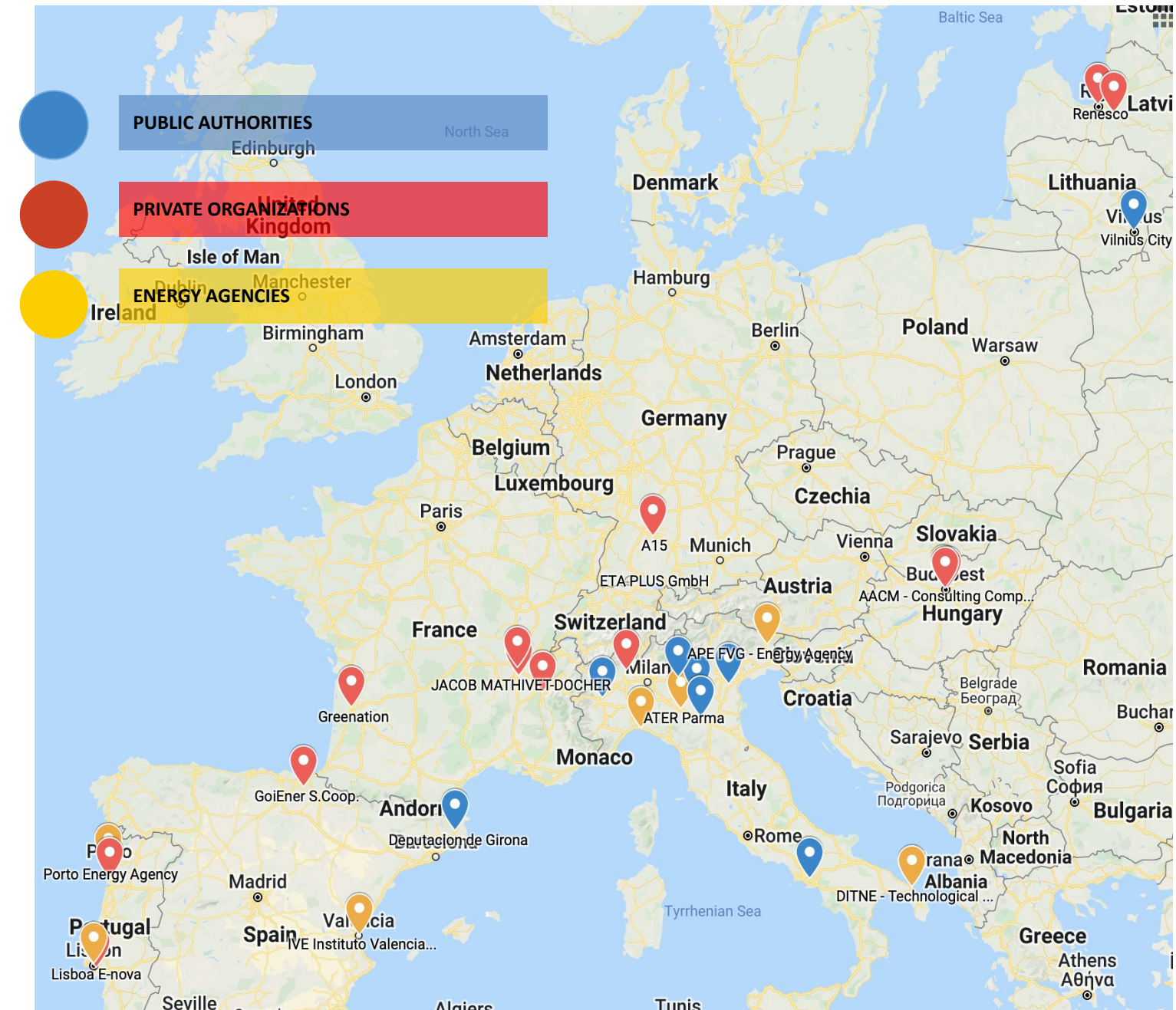
**Jenny-Claire Keilmann**  
**Climate Alliance**

## Mentoring Programme:

- Matching 30 mentees from 7 countries with our mentors
  - 6 month Peer group mentoring programme in 2022
  - Consisting of 7 online meetings and 1 onsite meeting/visit per group
- 92% would recommend the programme to peers

## Business model replication:

- In-depth exchange with selected replication partners







# The Replication process

Useful materials:

- Training package for mentors
- Self-directed learning materials for mentees and interested peers
- Report and evaluation of the mentoring programme reflecting the mentors and mentees experiences

<https://europaonestop.eu/replication-page/>

**Josien  
Kruizinga**

**Reimarkt**

**Videos about the One Stop Shop**

1. Introduction of a One Stop Shop
2. Setting-up a One Stop Shop
3. Financing a One Stop Shop
4. Different types of One Stop Shops
5. Marketing Strategy of a One Stop Shop
6. Customer journey of a One Stop Shop
7. Products and Suppliers of a One Stop Shop
8. Monitoring of a One Stop Shop
9. Lessons Learned from practice







# The Communication

Nicholas Stancioff

Ekubirojs

Public Deliverables

<p><b>Branding Logo</b> Download the EUROPA logo in .png <a href="#">Download now</a></p>	<p><b>Project Brochure</b> Find out more about the EUROPA project and its partners <a href="#">View</a></p>	<p><b>Communication and Dissemination Plan</b> Read through the EUROPA comms and dissemination strategies <a href="#">Read more</a></p>	<p><b>Update of Communication and Dissemination Plan</b> Read through the updated EUROPA comms and dissemination strategies <a href="#">Read more</a></p>	<p><b>Dissemination Activities Report</b> Check out the EUROPA dissemination activities at Consortium and local level <a href="#">Check out</a></p>
<p><b>Project Leaflet for End-Users</b> Look at the EUROPA leaflet to understand the benefits of the project for end-users</p>	<p><b>Project Leaflet for Market Operators</b> Check the EUROPA leaflet to find out the project benefits for operators <a href="#">View</a></p>	<p><b>Data Management Plan</b> Learn how we manage your data and comply with GDPR to ensure transparency and guarantee privacy <a href="#">Read more</a></p>	<p><b>Energy Efficiency Subscription (EES)</b> Find out the general framework of the Energy Efficiency Subscription <a href="#">Read more</a></p>	<p><b>EES Simulation Tool</b> Look at the EUROPA Simulation Tool for building renovation with energy efficiency measures <a href="#">Check out</a></p>

**EUROPA One-Stop-Shop** @EuropaRenovate · Oct 26, 2022  
534 followers · 2mo · Edited ·

The whole **EUROPA One-Stop-Shop** Consortium met in Groningen, NL, for the 6th project meeting. It was an amazing 1.5 days full of meaning discussions and assessment of key challenges that regional One-Stop-Shops have been ...see more



with Stefano Dotta and 5 others  
Kirils Gončarovs and 20 others · 2 comments · 4 reposts

**EuropaOneStopShop** @EuropaRenovate · Oct 26, 2022  
After our successful Mentoring Programme, we would like to share our knowledge and experience about One-Stop-Shops and Energy Efficiency Subscription through short self-learning modules!

In the first video, we introduce you to the concept of OSS:  
[europaonestop.eu/wp-content/upl...](http://europaonestop.eu/wp-content/upl...)

## One-Stop-Shops

EUROPA Mentoring Programme  
Self-Learning Modules

Reimark and 9 others  
1 · 7



## The EUROPA Mentoring Programme



After an application process in early 2022, around 30 mentees had the opportunity to participate in our EUROPA mentoring programme. Four regional mentoring groups have been set up to learn from experienced peers how to push dEEp renovations focusing on private residential buildings. Through a multi-step learning process, groups of peers had the opportunity to learn from our EUROPA pilot partners.

Are you also planning on organizing a mentoring programme or peer-learning? Or are you interested in lessons learned from practice about One-Stop-Shops? Please check out this page and related documents and learn about key ingredients for a successful mentoring programme or check out the online learning package about One-Stop-Shops.

Key Ingredients for a Successful Mentoring

**About Us**

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas tellus justo, congue ut libero eget, pharetra fringilla lectus. Nulla volutpat suscipit erat, nec maximus purus maecenas tellus justo.

**One-Stop-Shop**

**Working Hours**  
Monday - Sunday  
08.00 AM - 08.00 PM

**Contact Us**  
+123 456 7890

123 Anywhere St.,  
Any City, ST 123

**One-Stop-Shop**

We provide the best service for you

**Logo**

- Name of Integrated Home Renovation Service (IHRS)
- Date of creation
- Geographical coverage
- Number of inhabitants covered by the IHRS
- Legal status

**In a nutshell**

**National framework and its impact on IHRS**

- Definition/transposition of IHRS in national legislation/regulation?
- Definition of deep/global energy renovation in national legislation/regulation (LTRS)?
- National/regional (financial, legal, technical) incentives to establish IHRS?
- National/regional (financial, legal, technical) incentives to carry out renovation works for individual houses? Condominiums?

**Objectives & missions**

- Main objectives of IHRS
- Content of the service/offer (value proposition)
- Target groups
- Impacts (in terms of Co2 reduction, energy reduction, etc.) - KPIs

**Actors & partnerships**

- Founding organizations
- Local/regional/national public partners
- Technical partners (thermal design offices, companies esp. local craftsmen)
- Financial partners
- Others

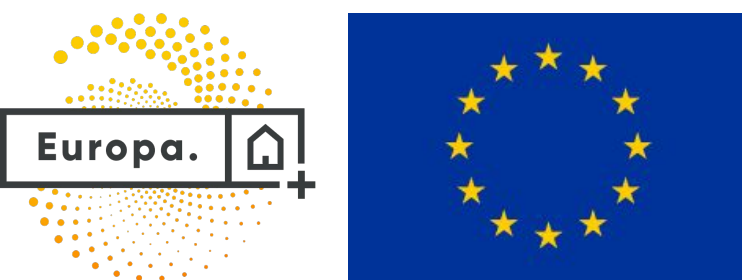
**How IHRS works?**

- Business model
- Modalities of intervention
- Physical offices
- Website and digital services
- Monitoring framework

**Key figures**

- Single-family house renovation
- Renovation projects in condominiums

www.europaonestop.eu  
hello@europaonestop.eu







# Project learnings



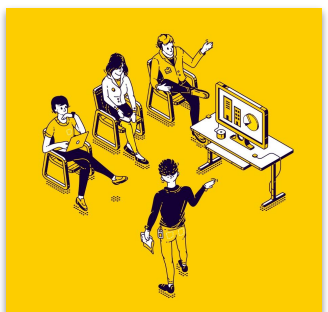
*A good involvement of Local Authorities in the promotion of the OSS services is essential to make it effective - Piemonte Region*



*The implementation of the OSS made it possible to help fight energy poverty and improve the thermal comfort of disadvantaged families - AREANATEjo*



*The awareness-raising activities carried out by the OSS with condominium stakeholders are essential to massify energy renovation projects - Ageden*







# Project learnings



*Focusing on larger residential buildings is a key step toward a carbon-neutral building stock and helps reduce the difficulty of renovating these buildings - eza!*



*The knowledge of different stakeholders on energy retrofiting is fragmented and One-Stop-Shops are the key of bringing everyone together - Ēkubirojs*



*More on the Final publication.  
Soon available online!*



# Thank you



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<https://europaonestop.eu>

