



The role of public authorities in One-Stop-Shops

EUROPA Final Conference:

Impact of Public Authorities on the success of One-Stop-Shops for the energy transition of residential buildings

12th September 2023

*Christophe MILIN,
Project Adviser
LIFE Clean Energy Transition, CINEA*

The human factor behind home renovation

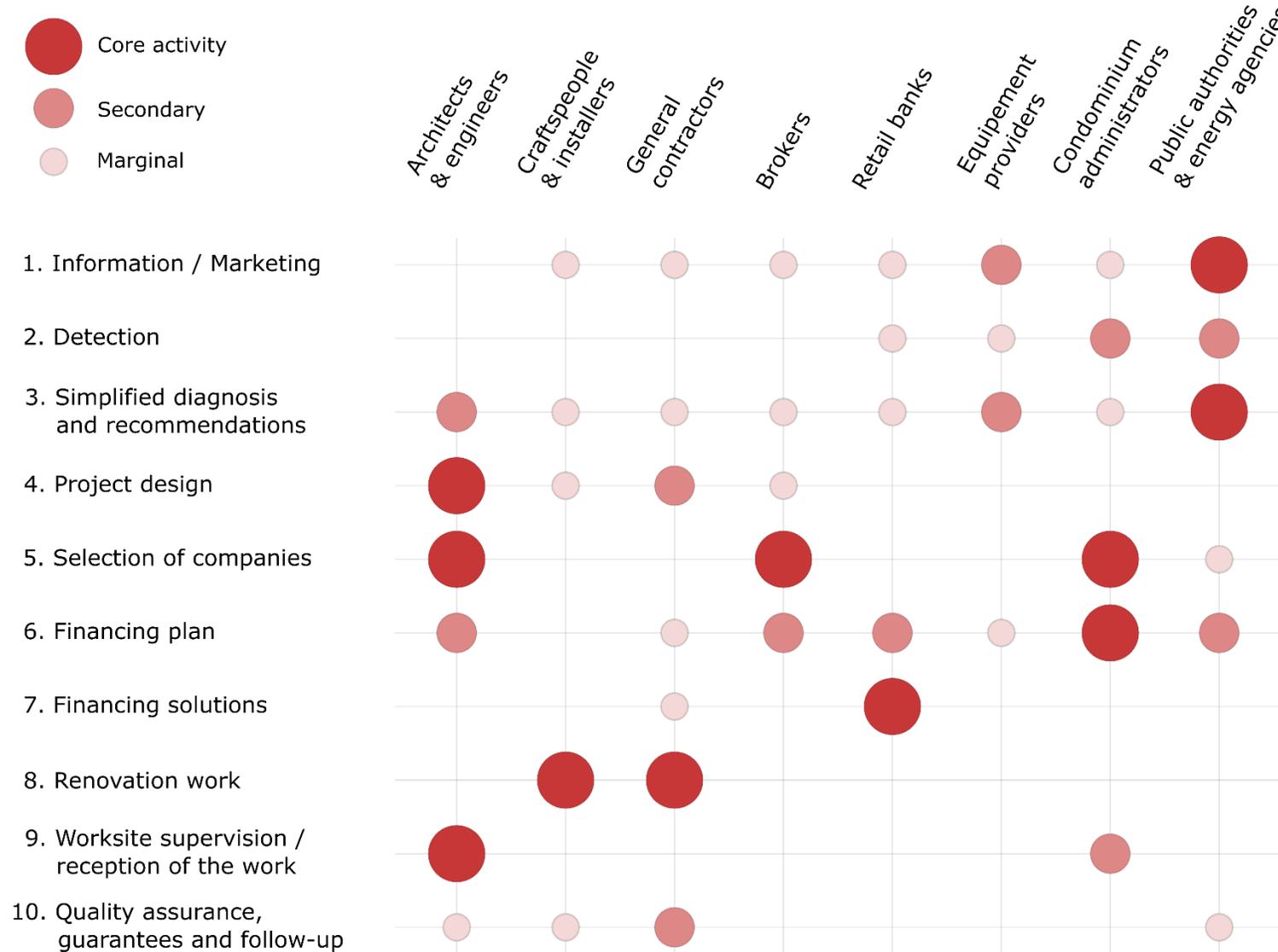


Source: YouTube.com

- Most residential buildings belong to **non-professional individuals**
- **Lack of demand** for home renovation: not only incentivize or constrain, but also **facilitate**
- Households **will not “build capacity”**: you won’t renovate so many homes in a lifetime
- **no lack of market participants**
... but absence of coordination
... and diverging interests

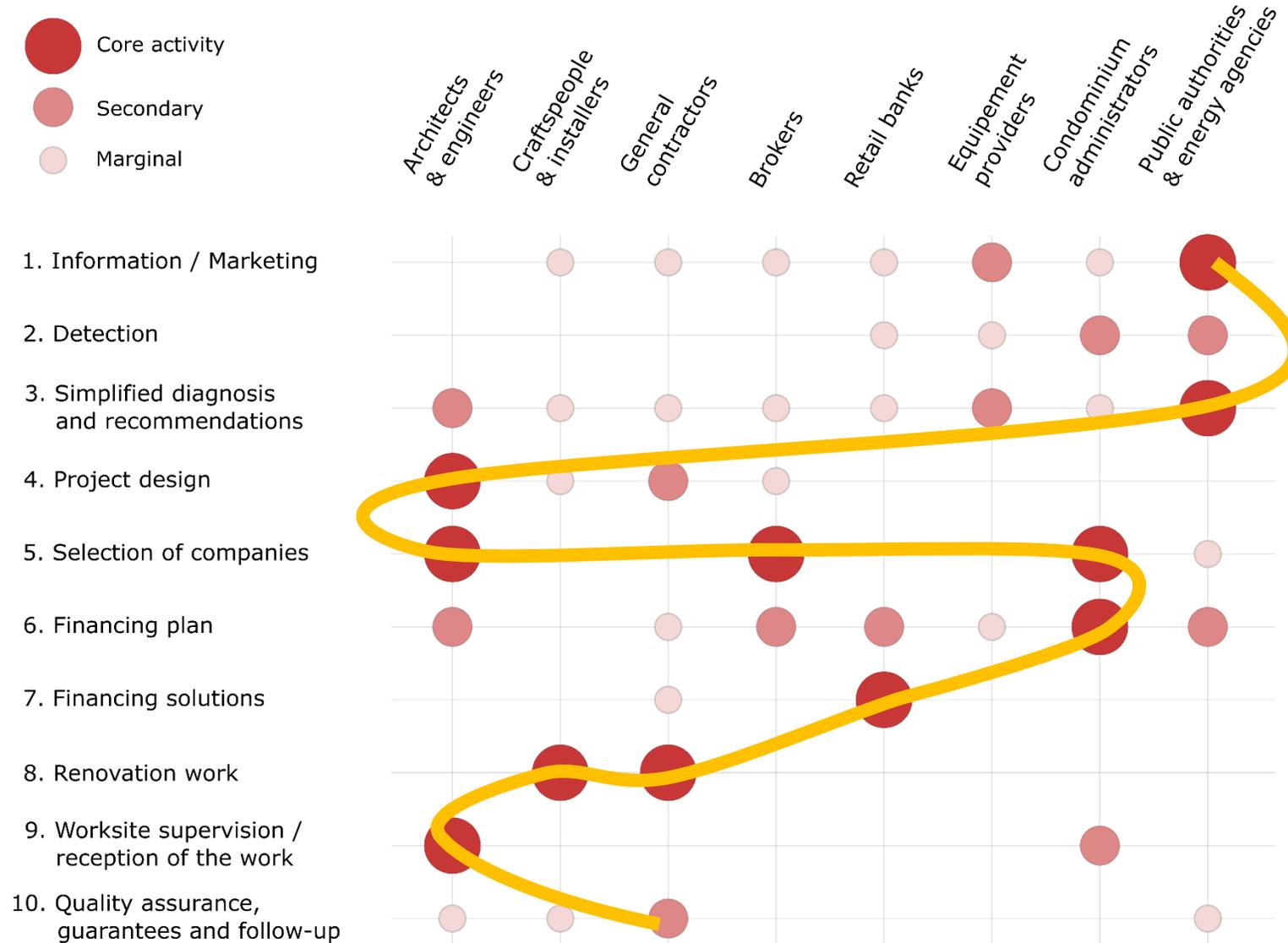
The windy journey of home energy renovation

- Core activity
- Secondary
- Marginal



The windy journey of home energy renovation

- Core activity
- Secondary
- Marginal



“Integrated home renovation services”

- **Start from homeowners’ point of view:**
what is the customer journey of home renovation?
- **Coordinate / combine / integrate** the services provided by private and public players
- **Take on tasks** for which homeowners are not well equipped
- No one-size-fits-all solution:
 - Don’t wait, and **learn by doing**
 - Allow **feedback loops** and continuous improvement
 - **Best solution is a compromise**, based on local conditions
- Indispensable to **upscale low-energy renovations**



Source: unSplash.com



Examples of Integrated Home Renovation Services

36 projects in total

16 Member States covered

7 new projects in 2022

EUR 15 million in 2023
(≈ 10 new projects)

See also: EU-PEERS

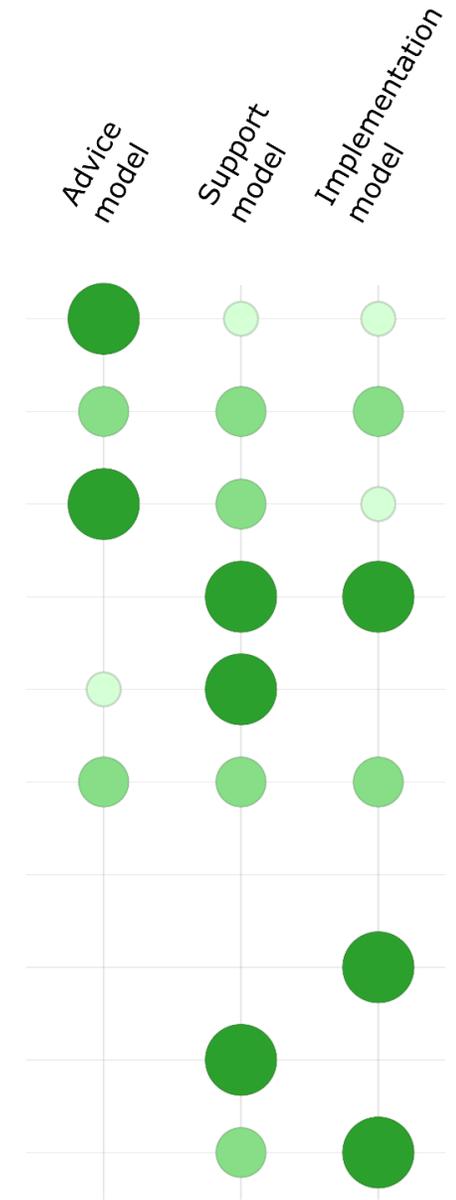


Analytical framework along the “customer journey”

- 3 main models:
 - **‘Advice’ model**: focused on the upstream part of the journey
 - **‘Support’ model**: extended Architect's mandate, covering the whole journey
 - **‘Implementation’ model**: combining design and renovation work
- Mainly heuristic, based on the observation of pilot initiatives across Europe
- Easy to distinguish in generic terms...
...much less clear when getting into the details



1. Information / Marketing
2. Detection
3. Simplified diagnosis and recommendations
4. Project design
5. Selection of companies
6. Financing plan
7. Financing solutions
8. Renovation work
9. Worksite supervision / reception of the work
10. Quality assurance, guarantees and follow-up

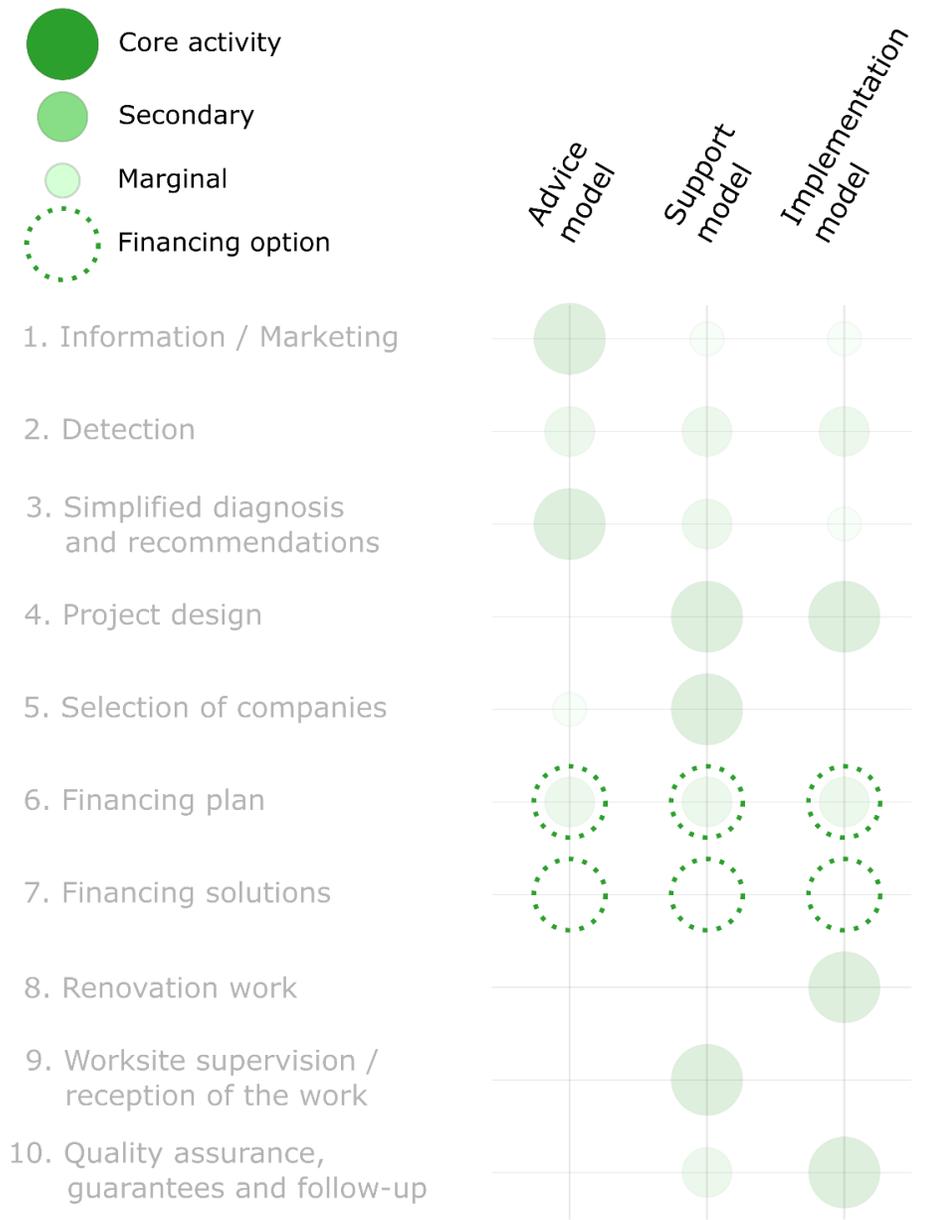


More details in [Milin & Bullier 2021](#).
 Towards large-scale roll out of "integrated home renovation services" in Europe.
 Proceedings of the ECEEE Summer Study 2021



What about financing?

- “Option” rather than 4th model
- More likely on top of support or implementation models
- Standalone offer requires appropriate **legal framework**
- Other financing services to consider:
 - Support in accessing public grants
 - Pre-financing of public grants
 - Pre-qualification for a retail bank financing offer
- Additional financial engineering is being explored (e.g. *Home-based financing, Guarantee Fund, subsidized loans ...*)



Questions on the possible role(s) for (local) Public Authorities

1. How to best position public action to build homeowners' trust?
 - Not “*who performs the services?*”... but rather “*who is accountable for them?*”
 - *Operate on the fringes of the market or engage in market activities, incurring professional liability?*
2. Should IHRS be economically viable?
 - 4 to 6 years to reach maturity? None of the initiatives identified has reached self-sustainability
 - High leverage factor and demonstrated effective use of public funds
3. How to build the capacity of local actors to develop and operate such schemes, on a large scale?
4. Operate within the general legal framework of competition or as a Service of General Economic Interest (SGEI)?



Source: Photo by Leeloo Thefirst on pexels.com

LIFE-2023-CET-OSS

- Deadline: **16th November 2023**
- **EUR 15 million** available, *i.e.* +/- 10 grants
- **95% co-funding rate**
- Apply electronically via the EC's [Funding & Tender opportunities portal](#)
- Full topic description: <https://europa.eu/!FHxB98>
- Video presentation and guidance: <https://youtu.be/pw8sOnWVaog>
- Advice at CINEA: CINEA-LIFE-CET@ec.europa.eu

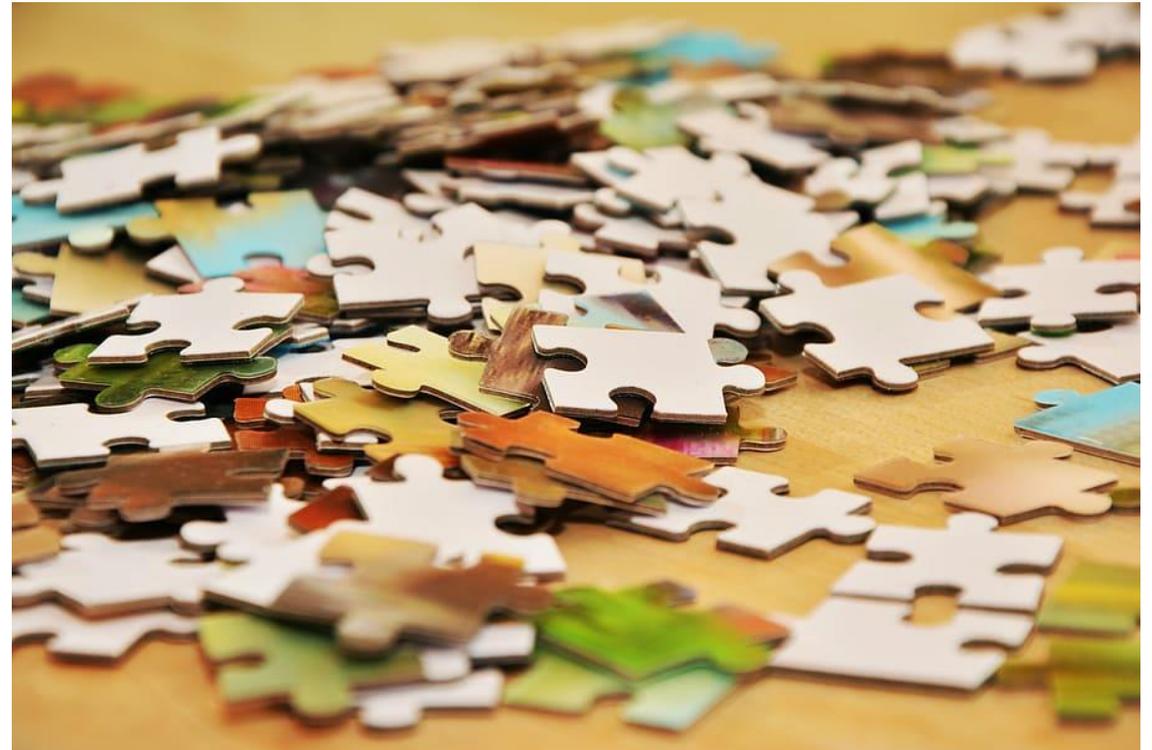


Source: Chris Brooks on Flickr.com



Create (or replicate) One-Stop-Shops

- **Services implemented**, operational and tested
- **Connecting all relevant actors** in the value chain
- Actions to **secure** medium to long term **viability**
- Reduced complexity, simplified decision making and **stimulated investments in energy retrofits**
- Clear **communication** of results towards **regulators** and potential **replicators** across the EU.



Source: PxHere.com



Different needs → different solutions

- **Start from the** prospective beneficiaries' experience (“**customer journey**”)
- **Focus** on one of the 4 scopes:
 - A. Private non-professional homeowners
 - B. Private professional housing operators
 - C. (local) Public buildings' owners
 - D. Small and medium businesses



Who should propose the services?

- Can be any form of public or private legal entity, alone or in consortium with other entities
- An entirely private initiative is eligible
- A proposal from one single entity is eligible
- Most activities can be conducted in local language



Thank you



© European Union 2020



Unless otherwise noted the reuse of this presentation is authorised under the [CC BY 4.0](https://creativecommons.org/licenses/by/4.0/) license. For any use or reproduction of elements that are not owned by the EU, permission may need to be sought directly from the respective right holders.



Scope A: Private non-professional homeowners



Source: YouTube.com

- Focus on “**non-specialists**”
- Cover the **whole "customer journey"**
- Not only first level information and generic diagnosis...
- ... but also **active support**, incl.:
 - Structuring and provision of finance
 - Selection of professional contractors
 - Monitoring of works and quality assurance.

Scope B: Private professional housing operators



Source: Photo by Kampus Production on Pexels.com

- Private professional entities, with an emphasis on rental housing
- Real estate portfolio management and asset valuation perspective
- Development of strategic partnerships
- Dedicated financial and/or fiscal schemes
- Particular attention to governance issues

Scope C: (local) Public buildings' owners



Source: Maribor, Slovenia. Photo by Muhammed Zeki Aygur on Pexels.com

- **Focus** on existing **public buildings** (e.g. administrative buildings, hospitals, schools)
- **Cover a large territory**, for the benefit of small and medium-sized public bodies
- Establish and operate **facilitation structures**, covering technical, financial and legal advice, procurement and quality assurance of works
- **Blending** of public and private **funding** and uptake of EU funding sources
- Particular attention to **governance** and **long-term sustainability**

Scope D: Small and medium businesses



Source: Photo by ELEVATE on Pexels.com

- Address the lack of internal resources on energy matters
- Solutions should not be limited to audits but **should necessarily cover the preparation and implementation of investments**
- Where relevant, proposals could envisage operational support to groups of companies

See also

LIFE CET – Call 2023 Funding topics (I)

Building a national, regional and local **policy framework** supporting the clean energy transition

- Cities and regions: Technical support to clean energy transition plans and strategies in municipalities and regions
- Effective implementation of key legislation in the field of sustainable energy
- Maximising use of and valorising EPREL data

Facilitating investment projects at local and regional level

- One-Stop-Shops: Integrated services for buildings and businesses
- Project Development Assistance

Attracting private finance for sustainable energy

- Crowding in private finance: Mainstreaming and Innovative financing schemes



See also

LIFE CET – Call 2023 Funding topics (II)

Citizens in the clean energy transition

- Supporting European households to alleviate energy poverty and vulnerability
- European Energy Communities Facility

Decarbonisation of buildings and H&C

- Energy Performance of Buildings
- District heating and cooling: investment plans and skills
- Boosting heat pump deployment: alternative models and skilled installers

Building skills and capacity of industry and the service sector

- BUILD UP Skills – Upskilling and reskilling
- Supporting the clean energy transition of European businesses

