



Training Programme:

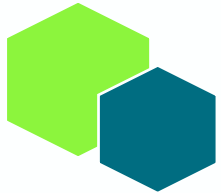
Organisation and operation of a one-stop service office for energy renovations

Topic VI



Co-funded by
the European Union

Target



One-Stop-Shop (OSS) main objective is to inform citizens on how to improve the energy efficiency of their homes and the procedures needed to tackle energy poverty.

Services and activities

Suggested activities of the OSSs include:



A1. Raise awareness on energy renovation benefit.



A2. Inform and educate households



A3. Provide information on optimal renovation works.



A4. Provide information on available financial support schemes.

Services and activities

Other optional activities could be:



A5. Conduct a preliminary building analysis.



A6. Provide information to prepare all documents necessary for accessing financial instruments.



A7. Provide advice on how to optimize energy bills.

A1. Raise awareness on energy renovation benefit.

This activity aims to raise public awareness about energy efficiency, building renovation and related issues.

This may include:

- Conducting awareness campaigns on the importance of energy efficiency and reducing energy poverty.
- Distribution of information material, such as leaflets or brochures, explaining the improvements that can be made to homes to save energy and improve comfort.



A1. Raise awareness on energy renovation benefit.



Sensitization and awareness days



Sensitization days and talks to show benefits of EE



A2. Inform and educate households

This service aims to inform the public about how energy renovation can improve energy efficiency, reduce costs, improve quality of life and increase property values. This may include:

- Organising talks, seminars or workshops to promote the benefits of saving energy and money through energy renovation.
- Distributing information materials, such as leaflets or brochures, explaining the improvements that can be made to homes to save energy and increase comfort.
- Training for apps' use.



A2. Inform and educate households



Energy saving tips

Improvements with small investments
These changes you can make step by step starting from one room or area in your house as they require some investment that can be made step by step.

	Investment	Difficulty	Impact
Seal leaks Inspect doors, windows, and other openings for drafts. Seal any gaps and use weather-stripping to prevent heat from escaping.	Low	Low	Medium
Buy energy-efficient electronic appliances When it is time to change your hair dryer, washing machine or any other electronic appliance check their energy consumption. Try to opt for D+ A level.	Medium	Medium	High
Use thick curtains Thermal or energy-efficient curtains can help regulate the temperature in your home, reducing the need for excessive heating or cooling.	Low	Low	Medium
Switch to LED bulbs LED bulbs are energy-efficient and last longer than traditional incandescent bulbs. They use significantly less electricity and can result in substantial savings over time.	Low	Low	Medium
Energy audit Consider getting a professional energy audit for your home. This can help identify areas where energy is being wasted and provide recommendations for improvements.	High	High	High
Water consumption Installing low-flow faucets, showerheads, and toilets can reduce water heating costs and overall water consumption.	Low	Low	Medium

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A3. Provide information on optimal renovation works

This service offers advice on which renovation work is most suitable and effective for each home. In addition, it provides information on the process of carrying out renovations. Includes:

- ✓ Identifying where in the home energy efficiency can be improved and providing guidance on how this can be done.
- ✓ Providing information on installing new insulation systems, energy efficient windows, low energy heating and cooling systems etc.
- ✓ Offering personalised reports on which types of renovation and improvements are best suited to the needs and characteristics of each home.



A4. Provide information on available financial support schemes

This service aims to help homeowners and property owners understand the financing options and grants available for energy renovations and explain how they can access them. Includes:

- Providing information about grant programs or other financial incentives available for energy renovations.
- Providing advice on bank loans or other financing options that can facilitate improvement work.
- Working with local financial institutions to offer preferred loan options or flexible payment plans.



Information on grant programs and the benefits of EE



A5. Conduct a preliminary building analysis or those households expressing an active interest

This service includes an initial review of the current condition of the home to identify areas that need energy efficiency improvements. This can be done through:

- ✓ A visual inspection of the home to identify obvious problems, such as inadequate insulation or poor condition of windows.
- ✓ General measurements of the home and the use of tools or technologies to measure and record data, such as current energy consumption and heat loss.
- ✓ Creating a preliminary report highlighting areas for improvement and preliminary recommendations to reduce energy consumption.



A5. Conduct a preliminary building analysis or those households expressing an active interest



A6. Provide information to prepare all documents necessary for accessing to financial instruments

This service provides support in the preparation and submission of all documents required for funding applications. Possible activities include:

- Providing templates and guides for document preparation.
- Conducting document checks and providing assistance during the application process.

A7. Provide advice on how to optimize energy bills

This service focuses on helping consumers to better understand their electricity and gas bills, e.g.:

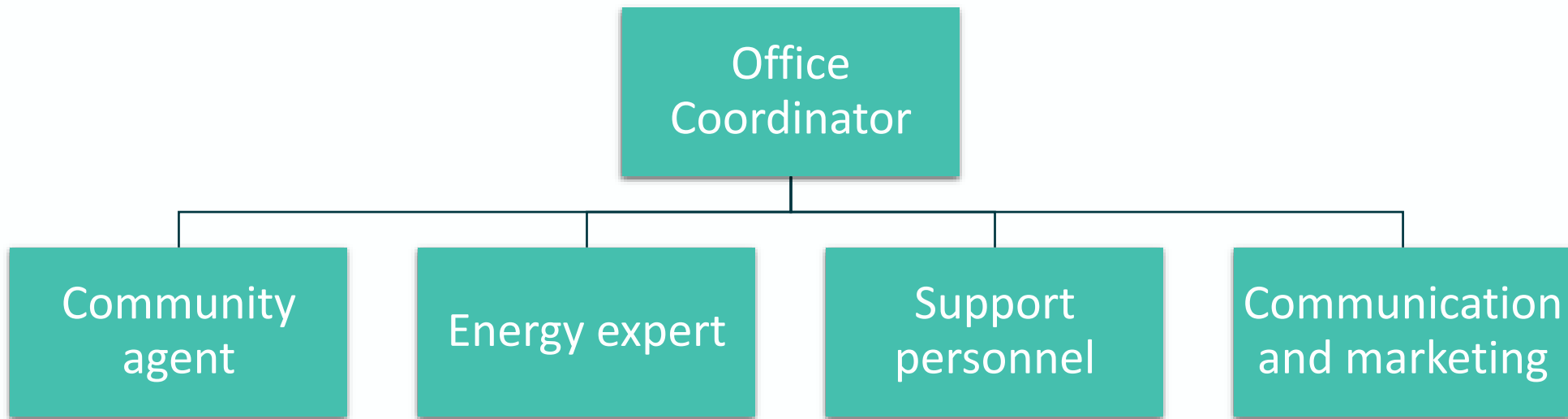
- Review bills to identify potential areas of savings, if possible.
- Advise consumers on different tariffs and providers that could be more cost-effective or appropriate depending on their consumption
- Organise sessions to clarify the different components of energy bills and how these can be adjusted to optimise costs.
- Provide personalised support to resolve doubts and assist in the process of changing tariffs or providers where appropriate.
- Creating and distributing information material to help consumers understand and better manage their energy bills.

Skills requirements

The office should provide technical, administrative and financial assistance to vulnerable households. Therefore, it is recommended that the staff possess a set of skills and competencies such as:

- Technical knowledge on energy efficiency and renewable energy sources.
- Ability to explain complex technical concepts in a simple, direct and understandable way for the average citizen.
- Knowledge of the design and economics of renovation projects.
- Knowledge of managing change in energy suppliers.
- Knowledge of grants.
- Administrative knowledge.
- Knowledge in managing people in energy poverty and vulnerable profiles, etc

Organisational structure



Coordinator

- Responsible for the coordination, monitoring and reporting of the office team.
- Ensures the smooth running of the office and day-to-day operations.
- Coordinates and supervises the team.
- Participates in the office's strategic dissemination events, as well as stakeholder outreach and engagement.
- Prepares programme monitoring reports and collaborates in the preparation of an action and change management plan to achieve the objectives set out in the programme.
- Provide support in the definition of the strategy and priority lines of action.

Coordinator

Skills

Recommended requirements:

- Project management skills, including planning, organizing and supervising the team.
- Comprehensive knowledge of the REVERTER project.
- Knowledge of the local context of the office.
- English

Skills:

- The ability to communicate clearly and persuasively.
- Be able to lead the team and direct the operations of the office effectively.
- Time management
- Conflict resolution skills
- Adaptability: To deal effectively with unexpected changes and challenges.
- To work collaboratively with the team and with all stakeholders.
- Organization: To manage resources, projects and processes efficiently.
- Critical thinking: To analyze situations, identify solutions and make informed decisions.



Roles & Responsibilities

- Support in the creation of the office and necessary resources following the OSS Roadmap.
- Materials and documentation necessary for the development of the service: energy diagnosis templates, guides and relevant information, etc.
- Ensure the proper functioning of the OSS.
- Coordination and supervision of the office team.
- Participation in the strategic dissemination events of the OSS, as well as in the research and involvement of stakeholders.
- Interpretation of monitoring reports.
- Inform the REVERTER Partners of the evolution of the OSS and support in making strategic decisions to achieve objectives.

Community agent (I)

It undertakes mediation tasks with citizens and communities, such as:

- Supporting the organisation of information and awareness-raising sessions.
- Acts as a liaison between the office and citizens, ensuring that community needs and concerns are heard and addressed.
- Organises community talks and events to raise awareness of the benefits of energy renovation and the opportunities available through the bureau.
- Conducts interviews to identify specific energy renovation needs and potential beneficiaries.



Community agent (II)

- Helps citizens to understand and navigate the procedures and requirements needed to access office services.
- Collects continuous feedback from office users and takes it back to the team to continuously improve the services offered.
- Carries out follow-up visits after they have been conducted.
- Establishes and maintains relationships with other local stakeholders, such as neighbourhood associations, NGOs, schools and companies, to enhance the effectiveness and reach of the office.
- Monitors reporting on the impact and effectiveness of the office's interventions in the community.



Support personnel

Support personnel or back office undertakes the administrative tasks of the office, such as:

- First telephone and internet contact.
- Management of the office e-mail.
- Scheduling visits to properties and homeowner communities.
- Support in organising information and awareness sessions.
- Providing information, guidance and advice to people requesting the service.
- Providing advice on good housekeeping habits.
- Information on existing grants and funding options.
- Management of the digital platform.



Community agent/Support personnel

Skills

Recommended requirements:

- Administrative with a university degree or professional training in social education, mediation or psychology with experience.
- Possibility to move around the municipality.

Valuable:

- Theoretical and practical knowledge of the energy sector.
- Experience with the treatment of people with a vulnerable profile.
- Mediation experience in communities.

Skills:

- Empathetic and patient person.
- Good conflict management.
- Ability to coordinate several projects at the same time.
- Effective Communication and teamwork.
- Dynamic, decisive, organized and autonomous person.

Roles & Responsibilities

- Face-to-face service at the office, front desk.
- Telephone and online service.
- Schedule visits to properties and owner communities
- Organize information sessions in communities of owners.
- Support in the organization of awareness and sensitization sessions.
- Inform, guide and advise people requesting the service.
- Provide advice on good household habits.
- Information on existing grants and financing options.

Energy expert

It has knowledge of energy efficiency and renewable energy sources and is responsible for accompanying and advising citizens at the technical, administrative and financial level throughout the process:

- Conducts energy reports based on the information obtained during the visits.
- Provides information on the procedures and management of grants, permits and benefits.
- Provides financial advice to present and explain in a simple way the different financing solutions available on the market, to facilitate their comparison.
- Participate in information and awareness-raising events such as information sessions, round tables, etc.
- Providing advice to citizens on how to optimise energy bills and advice on good household habits.
- Preparing monitoring reports for the office and monitoring the achievement of project objectives.



Energy expert

Skills

Recommended requirements:

- Degree in Communication, Marketing or Design or equivalent experience.
- English

Valuable:

- Technologies and Design Software.
- Knowledge in Energy Rehabilitation.
- Know the communication channels of the municipality.

Skills:

- The ability to develop creative ideas and concepts for innovative design and marketing campaigns and provide local support to the REVERTER project communications manager.
- Exceptional written and verbal communication skills in each pilot's language and in English, as well as the ability to communicate technical issues in a clear and accessible manner.
- The ability to analyze data and results of marketing campaigns to evaluate effectiveness and make improvements.

Roles & Responsibilities

- Coordinate and implement the communication and dissemination plan facilitated by the partners of the REVERTER project.
- Organization and planning of social marketing actions, local digital and in site marketing actions, management of social networks.

Communication and marketing

It will create and implement the communication and dissemination plan. Will be the project community manager, responsible for organising and planning marketing activities, digital marketing activities, managing social media, and designing the office's graphic and audiovisual material:

- Will manage and regularly update social media profiles and the project website, ensuring that content is up-to-date, relevant, and engaging.
- Will oversee and respond to comments or posts on social media to maintain an active and engaged community.
- It will help develop engaging content and stories that resonate with the community and stakeholders and promote the mission and vision of the project.
- Will review and evaluate the effectiveness of communications campaigns and strategies, adjusting as needed to improve performance and reach.
- Will prepare regular reports summarising activities, results, and recommendations for future communication strategies.

Communication and marketing

Skills

Recommended requirements:

- Studies: Architecture, Engineering or similar.
- Experience in the coordination and design of energy efficiency projects
- Know the current technical building regulations and other related regulations.
- Possibility to move around the municipality.

Valuable:

- Be specialized in renewable energies, energy renovations.
- Experience in carrying out administrative procedures such as management and processing of subsidies, building permits, bonuses, among others.
- Knowledge of the local context.

Skills:

- Ability to coordinate several projects at the same time.
- Effective Communication
- Teamwork
- Dynamic, decisive person, organized and autonomous person.



Roles & Responsibilities

- Make energy reports based on the information obtained during the visits.
- Inform about the procedures and management of subsidies, licenses and bonuses.
- Explain in a simple way the different solutions for energy improvement and financing existing in the market to facilitate their comparison.
- Accompaniment and dynamism of the days for the awareness and sensitization of the citizenry such as, awareness mornings, informative sessions, round tables, etc.
- Provide advice to citizens on optimizing energy bills and advice on good household habits.
- Drafting of office monitoring reports and fulfillment of project objectives.

Other topics

- Financial and other resources;
- Hours of operation;
- Equipment and consumables;
- Software applications;
- KPIs report;
- Operational details based on project hardware.

PHYSICAL OSS SETTING – Office Design



PHYSICAL OSS SETTING – Office Design



PHYSICAL OSS SETTING – Material resources



Office supplies



IT PLATFORM

Lead management and reports



Specific Software



Measuring tools



Samples of materials



Dissemination material

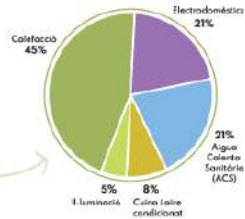
Roll-ups, brochures, etc.

DISSEMINATION MATERIAL – Brochures, Flyers, Roll-ups

Bons hàbits d'estalvi energètic

Com consumim l'energia?

Per generar estalvi amb uns millors hàbits de consum de l'energia, primer hem de saber a on estem gastant més energia, allò on tenim més consum és on hi ha més potencial d'estalvi. De mitjana a les illes de Catalunya el consum energètic es reparteix de la següent manera:



Estalvi en climatització

EL SOL ÉS UN AJUT

Deixa entrar el màxim de radiació solar. Genera doble estalvi: escalfant la llar i utilitzant menys llum.

PRESERVA LA CALOR

Quan marxi el sol baixa les persianes i cortines, evita que l'escalfament de la calefacció i la que ha entrat del sol marxi.

FINESTRES

Mira que tanquin bé, posa rivets de goma per evitar filtracions, així fa que hagi d'engegar menys la calefacció.

VENTIL·LACIÓ

N'hi ha prou en obrir la finestra 10-15 min al dia, sobretot per millorar la qualitat d'aire interior. Quan ho facis, tanca la climatització (calefacció).

TEMPERATURA CONSIGNA

Durant el dia: 10°-21°
Durant la nit: 15° o apagada

ESTALVI

Cada grau de menys suposa un estalvi del 8% del consum.
Purga els radiadors abans de fer servir la calefacció, millora el seu rendiment.

Estalvi en l'ús d'electrodomèstics



NEVERA I CONGELADOR

Temperatura consigna:
Nevera: 6°
Congelador: -15°

- Evita obrir-la innecessàriament.
- Deixa refredar els aliments abans de posar-los a la nevera.
- Fes un bon manteniment de l'intercanviador.
- Retirada gel congelador periòdicament.

RENTAVAIXELLES

- Renta a plena càrrega.
- Programa ECO: 20% estalvi elèctric, 10% estalvi d'aigua.
- No cal pre-rentar a mà els plats. Només retirar restes sòlides en sec.

RENDA A MÀ SUPOSA UN 60% MÉS CAR QUE AMB RENTAVAIXELLES



FORN

- No l'obris innecessàriament, genera un 20% pèrdues.
- Aprofita al màxim la seva capacitat, cuina més d'un plat alhora.
- Fes coccions de més d'1 hora, no cal que s'escalfi amb antelació.
- Aprofita el calor residual.



RENTADORA

- Utilitza programes d'aigua freda.
- Renta a plena càrrega.
- Estén la roba aprofitant l'escalfar del sol.



ASSECADORA

- Roba lleugera separada de la de cotó.
- Centrífuga a 1200 rpm. redueix el consum.
- Neteja filtres i revisions.
- Assecadora amb bomba de calor redueix a la meitat el consum.
- Etiqueta A en la propera compra.

APARELLS STANDBY

- Desconnecta'ls de la corrent, especialment aparells antics.
- Important: telèfon, impressora i router.
- Utilitza regletes o temporitzadors.

Estalviaràs entre 50-70 € a l'any.

Impulsat per: Fundació Europea

Comunitats Energètiques

La nova manera de **generar**, **consumir** i **compartir** l'energia.



Estalvia fins a un **30%** en la teva factura energètica.

Una comunitat energètica és una nova manera de generar, utilitzar i gestionar l'energia a nivell local a través de la cooperació de diferents agents (ciutadania, administració local i pimes) que contribueix a crear un sistema energètic descentralitzat, just, eficient i col·laboratiu.



www.garrotxadomus.cat
info@garrotxadomus.cat
972 27 91 36

Com et podem ajudar?

ACOMPANYAMENT I GESTIÓ DE LA COMUNITAT

Proporcionem suport i ajudem en la coordinació de la posada en marxa i la operativa de la comunitat.

MOBILITZACIÓ I INTERLOCUCIÓ

Organitzem accions que permetin generar interès i obtenir consens ciutadà per a la creació de la comunitat. També facilitem la col·laboració entre els diferents actors involucrats: ciutadania, administracions públiques, professionals i altres interessats.

ACOMPANYAMENT TÈCNIC

Assessoram tècnicament, centralitzem la interlocució i coordinació amb els professionals i actors participants en la comunitat, des de la fase de disseny fins a la posada en marxa de la comunitat.

CAPTACIÓ DE SUBVENCIONS I ACOMPANYAMENT FINANCER

Busquem i tramitem subvencions així com també informem sobre les millors solucions de finançament que s'ajustin a les necessitats de la comunitat.

ACOMPANYAMENT ADMINISTRATIU I JURÍDIC

Proporcionem assessorament jurídic i administratiu per la definició del model i tramitació de la constitució de la comunitat.

Beneficis de la Comunitat Energètica



CUIDES EL PLANETA
Reduint les emissions de CO2.



ESTALVI ECONÒMIC
Fins a un 30% en la factura energètica anual.



EMPODERAMENT DE LES PERSONES
Esdevenint un actor clau en la transició energètica.



OPORTUNITAT PER A TOT HOM
Possibilitat de participació a persones, empreses i entitats.



AUTONOMIA ENERGÈTICA
Menys dependència de les comercialitzadores.



CREACIÓ DE COMUNITAT
Vincle social i col·laboratiu entre els membres.

Programa impulsat per:



Garrotxadomus
Institut Català d'Energia

Fundació Europea

DISSEMINATION MATERIAL – Models & audiovisual material



Implementation

Thank you!



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