



Fundació
Europace

Empowering homes: How OSS models guide vulnerable households through renovation

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Co-funded by
the European Union



Methodology



PESTEL Analysis

Social Surveys

New EP Indicators

Hotspots

9 ROADMAPS



OSS

Digital OSS

Physical OSS



Training

OSS Personnel

Ambassadors

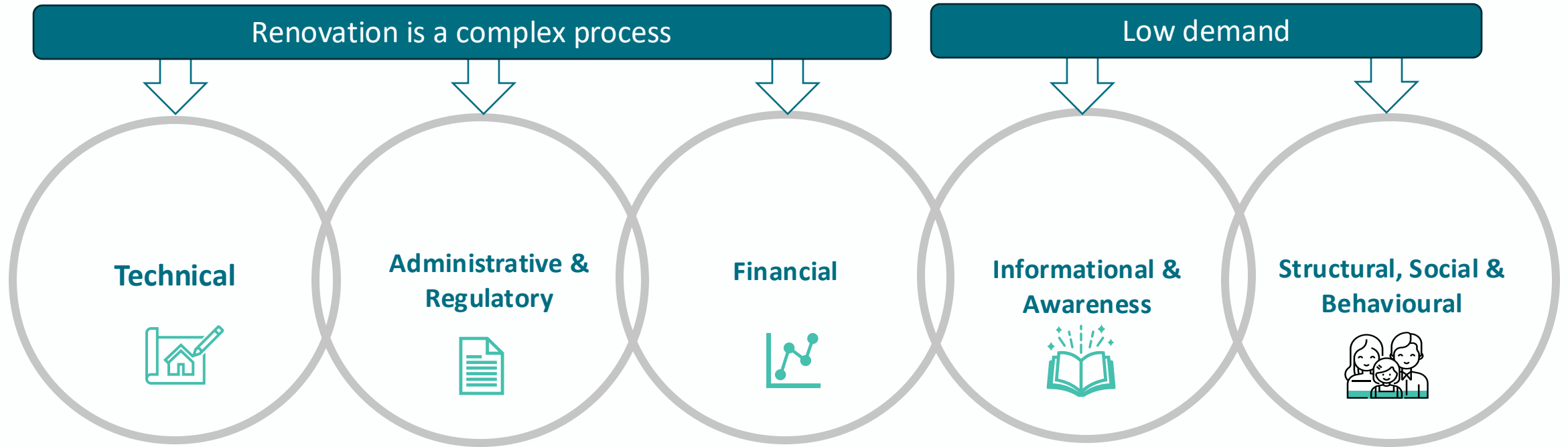
Vulnerable Households

Social Marketing

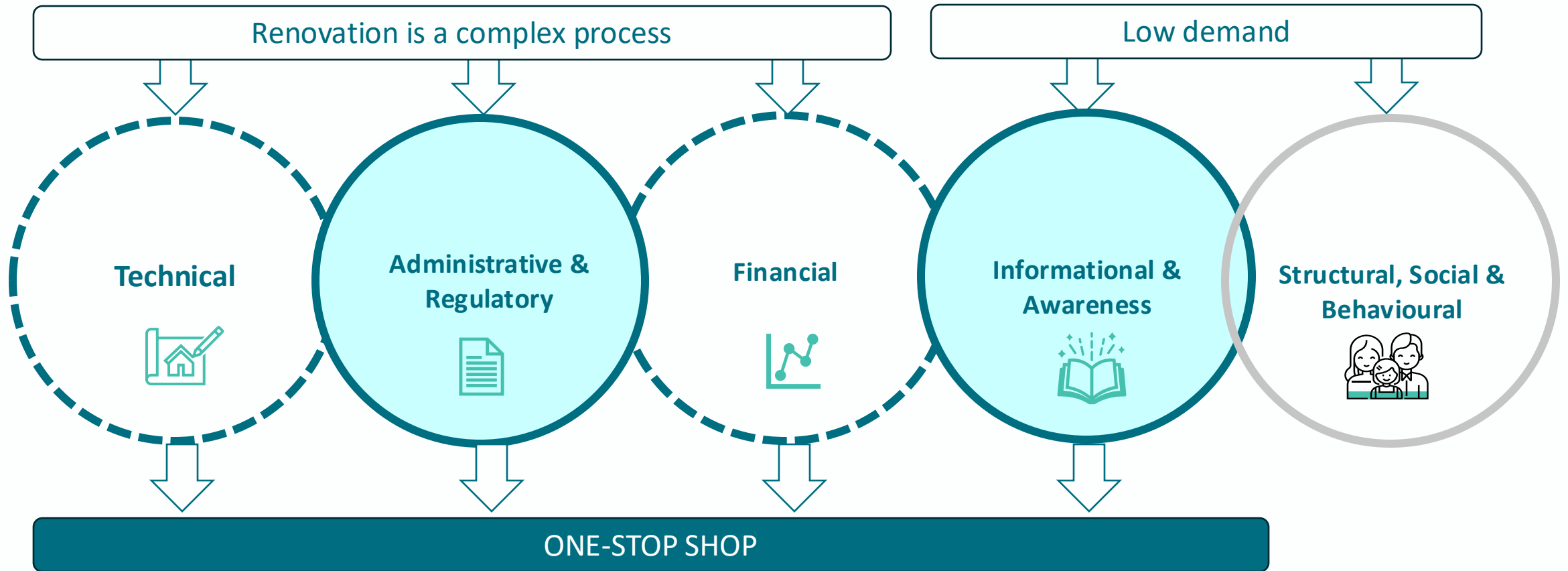


REVERTER

Barriers



OSS Solutions



DESIGN OF OSS

Scope & Goals

Service & Activities

Format

Structure

Resources

Facilitation OSS to prevent prevent energy poverty

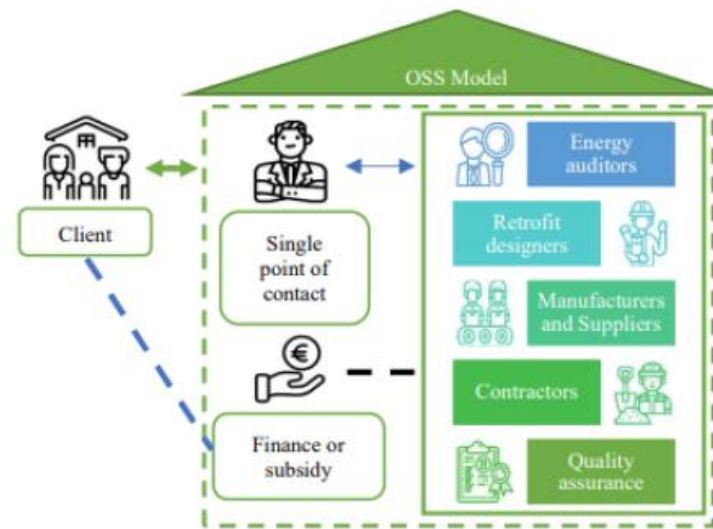


Figure 2. One Stop Shop retrofit model



Font: McGinley, Orlaith; Moran, Paul; and Goggins, Jamie, "Key Considerations In The Design Of A One-Stop-Shop Retrofit Model" (2020). Civil Engineering Research in Ireland 2020. 5.

Font: "Towards large-scale roll out of "integrated home renovation services" in Europe" de Christophe Millin and Adrien Bullier

DESIGN OF OSS

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- 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
- A5. Conduct a preliminary building analysis.
- A6. Provide information to prepare all documents necessary for accessing to financial instruments.
- A7. Provide advice on how to optimize energy bills.

DESIGN OF OSS

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Digital and Physical OSS



OPERATION OF OSS



November 2022
Project KICK OFF



December 2023
HH Visits & Roadmaps developed



April 2024
4 OSS launched



+5 YEARS



Summer 2023
REVERTER HUB
& Digital OSS

February 2024
Ambassador trainings

October 2025
End Project

DESIGN OF OSS

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OSS PERSONNEL

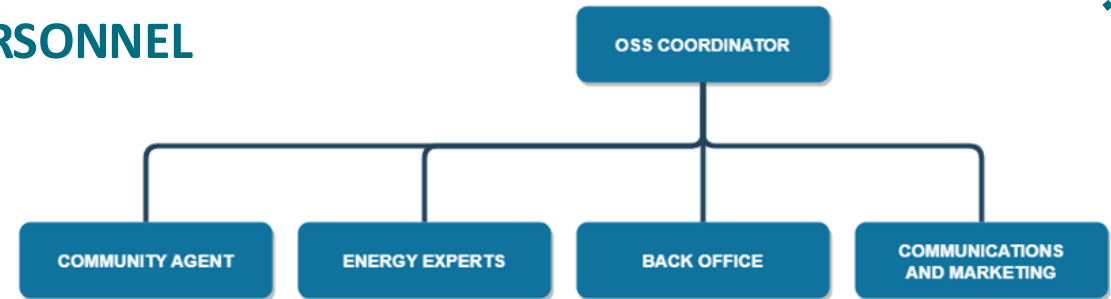


Figure 1. OSS generic organizational structure

- Coordinator
- Energy Expert
- Back Office
- Communication and Marketing

AMBASSADORS

VISITS TO VULNERABLE HH



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DESIGN OF OSS

Scope & Goals

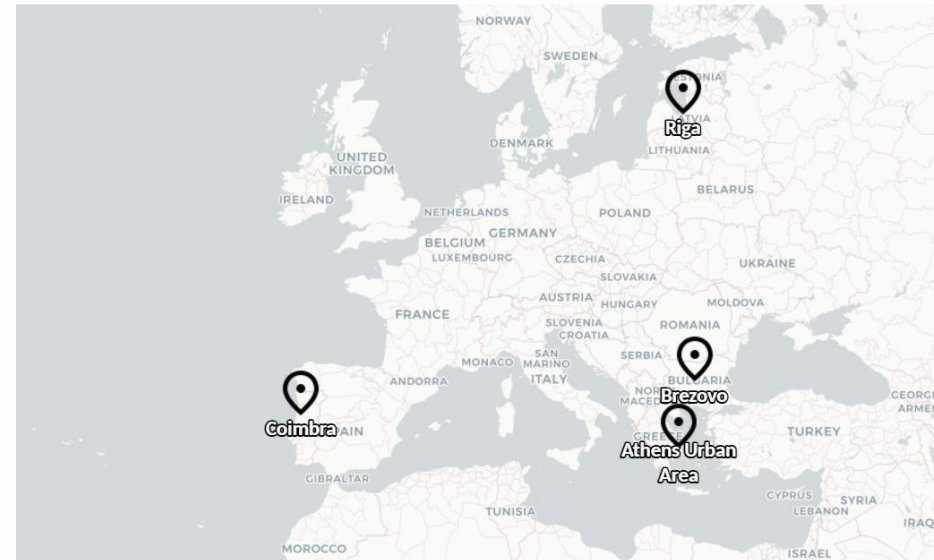
Service & Activities

Format

Structure

Resources

REVERTER ATLAS



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This project has received funding from the European Union's LIFE programme under grant agreement No 101076277.

atlas.reverterhub.eu

DESIGN OF OSS

Scope & Goals

Service & Activities

Format

Structure

Resources

REVERTERup!



1

General data

Provide general information about your building.

2

Current state

Get general information about the current state of your.

3

Interventions

Choose interventions you would be interested in.

4

Compare

Compare various possibilities and possible savings.

app.reverterhub.eu

SOCIAL EVENTS



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RAISE AWARENESS



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CHALLENGES AND OPPORTUNITIES



**Brezovo,
Bulgaria**



**Athens Urban area,
Greece**



**Riga,
Latvia**



**Coimbra,
Portugal**

One-Stop Shops in EU

Member States, in cooperation with the competent authorities and, where appropriate, private stakeholders, will ensure the establishment of **INCLUSIVE technical assistance facilities** and one-stop shops for the energy efficiency of buildings, aimed at all actors involved in energy rehabilitation.

These facilities must:

- a) Provide advice with **streamlined information** on possibilities and technical and financial solutions to households, SMEs, micro-enterprises, and public bodies;
- b) **Offer holistic support to all households**, with particular attention to those affected by energy poverty.



Thank you!

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