



Fundació
Europace

On the ground and online: from first hello to lasting change drive meaningful communication

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**Co-funded by
the European Union**

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

Consortium

1. NATIONAL TECHNICAL UNIVERSITY OF ATHENS – NTUA (Greece)
2. INSTITUTO DE SISTEMAS E ROBOTICA-ASSOCIACAO (Portugal)
3. EKODOMA (Latvia)
4. GREEN SINERGY CLUSTER (Bulgaria)
5. FUNDACIO EUROPACE (Spain)
6. CENTRE FOR RENEWABLE ENERGY SOURCES AND SAVING EL FONDATION (Greece)
7. WIT BERRY (Latvia)
8. B. LINK BARCELONA STRATEGIC PROJECTS SL (Spain)
9. BREZOVO MUNICIPALITY (Bulgaria)
10. ENOSI KATANALOTON POIOTITA TIS ZOIS (Greece)
11. CAMARA MUNICIPAL DE COIMBRA (Portugal)
12. RIGA MUNICIPAL AGENCY "RIGA ENERGY AGENCY" (Latvia)



4 pilots

Bulgaria

- GREEN SINERGY CLUSTER
- BREZOVO MUNICIPALITY

Greece

- ENOSI KATANALOTON POIOTITA TIS ZOIS
- CAMARA MUNICIPAL DE COIMBRA
- NATIONAL TECHNICAL UNIVERSITY OF ATHENS – NTUA

Latvia

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Methodology



PESTEL Analysis

Social Surveys

New EP Indicators

Hotspots

9 ROADMAPS



OSS

Digital OSS

Physical OSS



Training

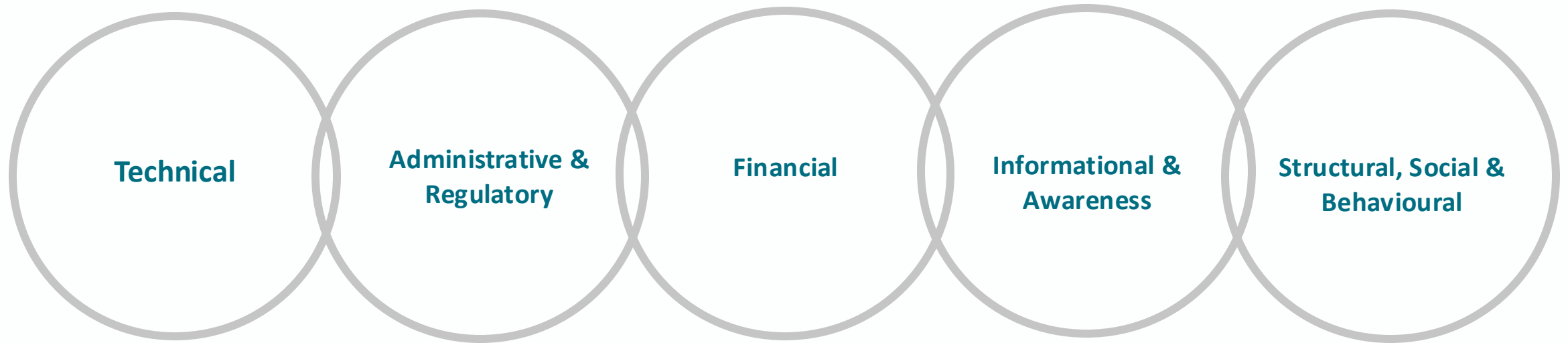
OSS Personnel

Ambassadors

Vulnerable Households

Social Marketing

Barriers



Where are we?

Scope & Goals

Service & Activities

Format

Structure

Resources

Facilitation OSS to prevent energy poverty



Brezovo OSS
25 Georgi Dimitrov Street, Brezovo 4160, Plovdiv
Region, Bulgaria



Coimbra OSS
Rua Olímpio Nicolau Rui Fernandes, 208, 3000-122,
Coimbra (Portugal).

Where are we?

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Facilitation OSS to prevent energy poverty



Athens (AUA) OSS
17, Stournari, 10683 Athens, Greece.



Riga OSS
Rīgas enerģētikas aģentūra, Torņa street 4, Riga, LV-1050, Latvija

What we do?

Scope & Goals

Service & Activities

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Resources

Facilitation OSS to prevent energy poverty

- 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.



How can we help?

Resources

Scope & Goals

Service & Activities

Format

Structure

Resources

Digital and Physical OSS

Digital One-stop-shop
in Latvia Renove.lv



www.renove.lv



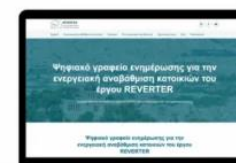
Digital One-stop-shop
in Portugal Renovar.coimbra.pt



www.renovar.coimbra.pt



Digital One-stop-shop
in Greece Energeiakistegi.gr



www.energeiakistegi.gr



Digital One-stop-shop
in Bulgaria Reverter-brezovo.bg



www.reverter-brezovo.bg



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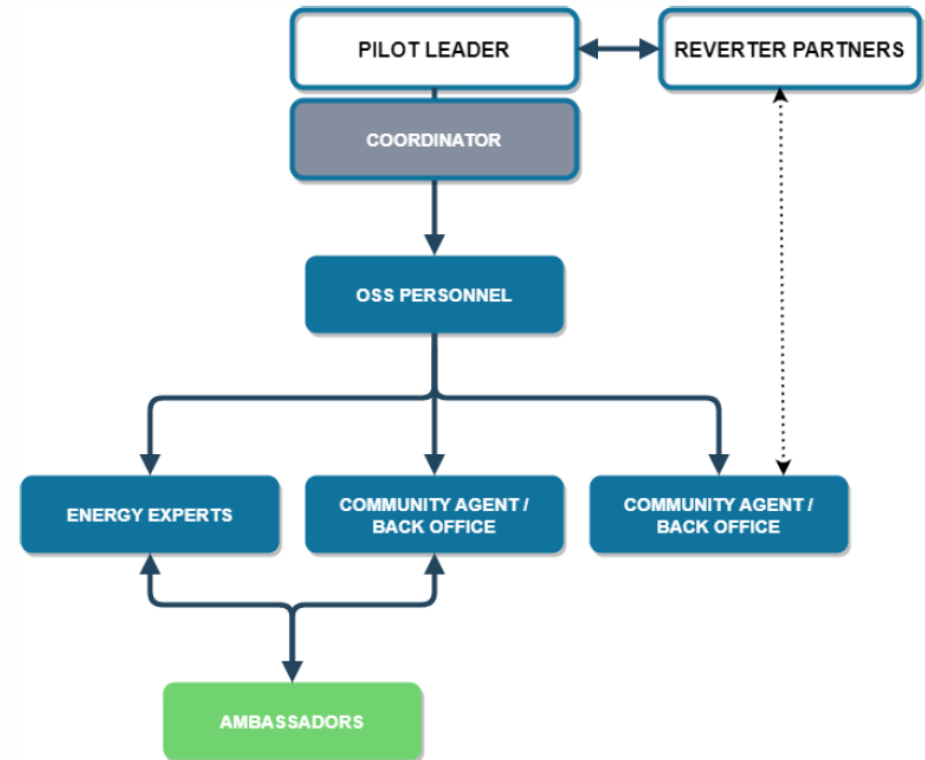
Structure

Resources

OSS PERSONNEL

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

AMBASSADORS



Who are we?

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Resources

OSS PERSONNEL

- Approach energy vulnerable households
- Raise awareness of energy retrofits
- Promote existint services
- Communicate with local actors
- Increase renovation demand
- Follow-up from RA
- Report and document
- Coordinate with suport services



Who are we?

Scope & Goals

Service & Activities

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Resources

AMBASSADORS

- Visit households
- Raise awareness
- Energy habits
- Surveys



Tools

Scope & Goals

Service & Activities

Format

Structure

Resources

MATERIAL

- OSS supplies
- Technological resources
- Measuring tools
- Samples of materials
- Communication and dissemination materials
- Digital OSS



Monitoring

Scope & Goals

Service & Activities

Format

Structure

Resources

DATA COLLECTION PROTOCOLS

- Roadmaps
- OSS Visits: Questionnaires
- Surveys: Events and Satisfaction Surveys
- Technical assessments
- Digital Monitoring tools
- Administrative and Financial Records

TRAINING MATERIALS

OSS Personnel

- National legislation
- Energy consumption in households
- Step-by-Step Deep Renovation
- Energy saving in households - best practices
- Existing financial schemes (national/local)
- Communication and advising vulnerable HH
- Establish and operate a OSS

Ambassadors

- Energy consumption in households
- Step-by-Step Deep Renovation
- Energy saving in households - best practices
- Existing financial schemes (national/local)
- Communication and advising vulnerable HH



Vulnerable Households



- Energy saving in households - best practices
- Existing financial schemes (national/local)

RAISE AWARENESS



November 2022
Project KICK OFF

December 2023
HH Visits & Roadmaps developed

April 2024
4 OSS launched



Summer 2023
REVERTER HUB
& Digital OSS

February 2024
Ambassador trainings

October 2025
End Project

+5 YEARS

SOCIAL EVENTS



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Summer 2023
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VISITS TO VULNERABLE HH



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Thank you

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www.reverterhub.eu



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