

HOW TO CREATE AND RUN AN ENERGY ONE STOP SHOP

A Policy Learning Platform peer review

22. – 23. 1. 2025

ÚSTÍ REGION (CZ)

Final Report





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Brief presentation of the beneficiary and its motivation to host a peer review

ECUK (Energy Centre of the Ústí Region) is looking to develop its service offering into an energy OSS. Also, we would like to use the input from colleagues to further develop our service offer to better meet future challenges. We want to achieve a clear structure of the advisory system, there will be a virtual OOS with a local network of experts. The OSS will help us to reduce the energy consumption of our buildings, for example through refurbishments

The Ústí Region is currently going through a transformation and development in the field of energy perception and its own energy management. The Energy Plan of the Ústí Region is a medium-term planning document summarizing energy policy of the region, determining the direction of development in the field of energy of the regional economy and setting priorities and goals that the region wants to achieve in the area of managing its property. It presents the implementation tools and financing options, as well as a framework for support and cooperation with cities and municipalities in the region.

Energy community one-stop shops (OSS) are specialized centers designed to support local communities in transitioning to sustainable energy practices. They typically provide a range of services aimed at facilitating energy efficiency improvements, renewable energy adoption, and overall energy management within the community. They play a vital role in navigating the various practical challenges associated with energy renovations.

Specification of the policy challenge encountered

Thematic blocks and questions:

- *How to implement EED III and EPBD IV? (cases in EU countries, time, schedule etc.)*
- *Service model and design (what should be included? legal assistance, access to loans, selecting providers, etc.)*
- *Target groups, Role of „Regional Energy Agency“, Target Region, Scope of activities, Structure of team*
- *Funding opportunities/Financial model*
- *How to support Energy Communities (national/regional level)*
- *Energy poverty*
- *Coordination on national/International level (sharing of experiences)*
- *Results and KPI*
- *Evaluation methods and monitoring*

Participants

List of participants in the peer review:

- *Members of the beneficiary organisation*
 - *David Matuška*

- *Vladimír Skalník*
- *Martina Krupičková*
- *Michaela Burdová*
- *Jan Glos*
- *Pavla Ramešová*
- *Tomáš Myslivec*
- *Jan Nedrda*
- *Tereza Pálková*
- *Local stakeholders involved*
 - *Jan Svoboda (MMR)*
 - *Terézia Kratochvíl Marušáková (MPO)*
 - *Petr Uhlíř (MŽP)*
 - *Marek Koniř (The Municipality of Ústí nad Labem)*
 - *Roman Reiser (Pilsen Region)*
 - *Vratislav Ondráček (Liberec Region)*
 - *Tomáš Drašan (Liberec Region)*
- *Peers*
 - *Benjamin Wilkin*
 - *Nicolas Stancioff*
 - *Ina Karova*
 - *Andoni Hidalgo*
 - *David Cis*
- *Interreg Europe team*
 - *Katharina Krell*
 - *Magda Michalíková*
 - *Antoine Duquennoy*

Policy Recommendations

The establishment and operation of an Energy One-Stop-Shop (OSS) in the Ústí Region require a well-structured approach that aligns with best practices identified in similar initiatives across Europe. The following policy recommendations, derived from insights shared during the peer review, focus on strategic alignment, financial sustainability, service provision, infrastructure, performance monitoring, resources, cooperation opportunities, and a detailed strategy with an action plan. These recommendations are categorized based on their feasibility in terms of short-term, medium-term, and long-term implementation.

1. Strategic Alignment and Governance

A successful OSS must be embedded within a broader regional energy strategy to ensure coherence with existing policies and maximize its impact on energy transition efforts. The policy framework should be flexible enough to accommodate different OSS models while maintaining clear regulatory oversight.

- **Short-term:** Establish political support and engage key stakeholders, including municipalities, regional authorities, and relevant ministries, to ensure alignment with national and EU energy policies.
- **Medium-term:** Develop formalized partnerships with public and private entities to enhance coordination and integrate OSS services into regional development strategies.
- **Long-term:** Institutionalize OSS as a stable structure within regional governance frameworks, ensuring continuous support and adaptability to evolving energy regulations.

- **Additional Recommendation:** OSS should actively participate in policy advocacy to clarify legal and regulatory aspects, ensuring the framework is supportive and adaptable for different types of OSS.

2. Target Groups and partners

Possible target groups are for example **One-family houses** with single owner (owner-occupier, landlords and tenants). Another target group could be **Apartment buildings** with single or multiple owners and also with multiple occupants. Other target groups are **Districts**, **Emerging energy communities** or **Vulnerable families or neighbourhoods**.

The target groups can also include **Renovation companies**: assemblers, contractors, architects, energy auditors, construction companies, small retrofitting companies, RES suppliers / installers. The reason for this group is that the OSS builds a network of service providers for all stages of the renovation journey. The renovation companies and their specific positions can be also included as partners in the OSS.

As the OSS works with financial bodies to provide financial solutions for the renovation works, these financial bodies can therefore be included as partners or target groups: financial instruments, loan lenders, banks, private financial centres/consultants, pension funds etc.

3. Financial Sustainability and Funding Mechanisms

The long-term viability of OSS depends on a balanced funding model that integrates public subsidies, private investment, and revenue-generating services.

- **Short-term:** Identify available funding opportunities, such as EU grants (e.g., LIFE program), national funding schemes, and local budget allocations, to support initial OSS operations.
- **Medium-term:** Develop a sustainable business model, including a mix of free advisory services and paid consultancy for specialized support. Establish partnerships with financial institutions to facilitate renovation financing.
- **Long-term:** Encourage private sector involvement by activating private financing options for building renovation. Avoid over-reliance on public funding, which could discourage market-driven investments.
- **Additional Recommendation:** Introduce a pricing model that differentiates free basic services from advanced paid consultancy, ensuring financial sustainability without discouraging user engagement.

4. Comprehensive OSS Service Offering

The OSS should function as a central hub, guiding homeowners, businesses, and municipalities through the complex renovation journey, ensuring both technical and financial feasibility. The range of services that an OSS can offer includes:

- **Technical Support and Energy Audits:** Providing expert assessments of buildings to identify optimal energy efficiency improvements and renewable energy integration.
- **Regulatory and Legal Guidance:** Assisting homeowners with administrative processes, building codes, and legal frameworks for energy renovation projects.
- **Financial and Grant Advisory:** Offering guidance on available subsidies, loans, and other financial mechanisms to facilitate investment in energy-efficient renovations.
- **Network of Trusted Service Providers:** Connecting users with certified contractors, energy auditors, and technology suppliers to ensure quality implementation.
- **Renovation Roadmaps and Project Management:** Creating step-by-step renovation plans tailored to individual buildings and providing ongoing support throughout the renovation process.

- **End-to-End Digital Support Tools:** Implementing online renovation cost calculators, contract templates, and customer relationship management (CRM) systems to streamline operations.
- **Community Energy Initiatives:** Supporting energy-sharing projects, collective solar installations, and district heating strategies in line with regional energy policies.
- **Awareness Raising and Training:** Organizing workshops, outreach campaigns, and stakeholder engagement events to foster interest and knowledge in energy efficiency.

5. Infrastructure: Physical and Digital Integration

A hybrid approach combining physical contact points with digital tools will enhance accessibility and efficiency of OSS services.

- **Short-term:** Set up a pilot OSS office within a municipal or regional authority, complemented by an initial version of a digital platform providing essential information and tools.
- **Medium-term:** Develop a robust customer relationship management (CRM) system to track client interactions, facilitate project management, and streamline communication.
- **Long-term:** Expand digital services, including online advisory tools, renovation cost calculators, and a data-driven platform for monitoring regional energy performance.
- **Additional Recommendation:** Implement a localized strategy with multiple information points in municipalities, ensuring broad accessibility, especially for vulnerable communities.

6. Performance Monitoring and Impact Assessment

Measuring OSS effectiveness is crucial for continuous improvement and securing long-term support from policymakers and funding bodies.

- **Short-term:** Define key performance indicators (KPIs) in collaboration with municipalities and regional stakeholders. These may include the number of buildings renovated, energy savings achieved, and client satisfaction levels.
- **Medium-term:** Implement a structured reporting system with periodic evaluations to track progress, identify challenges, and adjust strategies accordingly.
- **Long-term:** Utilize data-driven insights to refine OSS services, ensuring they remain relevant and effective in accelerating regional energy transition efforts.
- **Additional Recommendation:** Develop a GIS-based data layer to assess the renovation potential of buildings and track regional progress more effectively.

7. Resources Required for OSS

A well-functioning OSS requires a combination of human resources and technical infrastructure to ensure high-quality service delivery.

- **Human Resources:**
 - Technical experts (engineers, energy auditors, architects)
 - Renovation process specialists and coaches
 - Data analysts and IT developers
 - Legal and financial advisors
 - Communication and outreach professionals

- Economic experts (tax, VAT, energy pricing)
- **Other Resources:**
 - IT tools, including CRM systems and digital platforms
 - Technical equipment (thermal imaging cameras, data loggers)
 - Strong partnerships with financial institutions and service providers
 - Established standard operating procedures for service delivery

8. Cooperation Opportunities from Peers

Collaboration with experienced OSS models across Europe can provide valuable insights and support for establishing and optimizing operations in the Ústí Region.

- **Best Practices from Peers:**
 - Ghent: Developed a customer-centric CRM system to track renovation progress efficiently.
 - Brussels: Emphasized the role of OSS in energy community development and regulatory advocacy.
 - Plovdiv: Implemented a financing model balancing free and paid services.
 - Basque Country: Created a physical OSS presence in multiple neighborhoods to build trust.
- **Recommended Actions:**
 - Establish partnerships with successful OSS initiatives to exchange knowledge and experiences.
 - Participate in EU networks and projects to access funding and policy support.
 - Foster cross-border collaborations to improve regulatory frameworks and financial mechanisms.

9. Strategy and Action Plan

To ensure a structured development process, the OSS should follow a clear strategy and action plan:

- **Define vision and goals** aligned with regional energy and climate strategies.
- **Engage stakeholders** through consultations and partnerships.
- **Conduct market analysis** to identify needs and service gaps.
- **Develop a business model** ensuring financial viability.
- **Set up the OSS infrastructure** both digitally and physically.
- **Recruit and train staff** to provide high-quality advisory services.
- **Launch pilot projects** to test and refine OSS operations.
- **Implement continuous monitoring and evaluation** to measure impact and improve services.

The successful implementation of an Energy One-Stop-Shop in the Ústí Region requires a phased approach, ensuring strong governance, financial viability, comprehensive service provision, robust monitoring mechanisms,

sufficient resources, active stakeholder collaboration, and a well-structured strategy with an action plan. By following these policy recommendations, the OSS can become a key driver of regional energy efficiency, contributing significantly to the green transition while fostering public trust and stakeholder engagement.

Possible calendar of implementation

Activities/months	start Jan 2025	+1	+2	+3	+4	+5	+6	+7	+8	+9	+10	+11	+12
Report to Usti Regional Authority													
Disemenation in Usti Region													
Recommendation to Ministry of Enviroment (CZ) - MinEnv													
Recommendation to Ministry of Industry and Trade (CZ) - MinIndTra													
Recommendation to Ministry of Regional Developement (CZ) - MinRegDev													
Become part of TASK FORCE - Climate neutrality (MinRegDev)													
Active role to implement OSS structure in CZ (MinEnv)													
Activate Regional stakeholder													
<i>Disemination in other Regions in CZ</i>													
Study visit													

Conclusions

ECUK will use the outputs from the PEER-REVIEW program to transfer and implement good practices from participants. ECUK will continue to communicate and formulate the creation and functioning of OSS in the Usti Region and in the Czech Republic. ECUK will transfer the acquired experience to national, regional and local stakeholders.

Ústí nad Labem, 19. 3. 2025