

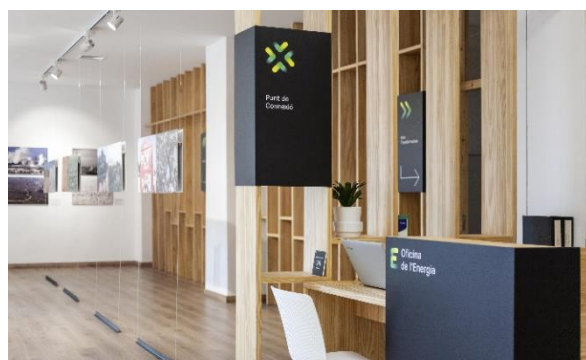
The Valencia Energy Offices



EUSEW Award 2024 – Local Energy Action



and original character of the project is based on the coherence between its three components: **space, team and project.**



The [Energy Office](#) promoted by the València Climate and Energy Foundation, is an innovative **one-stop-shop project to impulse the energy transition in the city of València**. It is a space for information and training on energy, open to anyone. It offers a free public service of **personalized advice, workshops and activities** to resolve any questions related to energy efficiency and renewable energies. The Energy Office proposes a wide range of services for all citizens, **both for people who cannot pay their bill, and for those who want to be pioneers in the energy transition.**

[\(Presentation video\)](#)

The **creativity and originality** of the action lies in its comprehensive perspective and its participatory approach to bring the energy transition to the street and connect with citizens. The creative

The Office spaces, located at street level in popular neighborhoods of the city with a high level of fuel poverty, have been renovated with **energy efficiency criteria** (Energy Efficiency Certificate A) to serve as a demonstrator for users and invite to be part of an attractive transition. This effort has been recognized by grants from the **Plan for Innovation and Research for the Ecological Transition in Architecture** of the Generalitat Valenciana (IRTA Plan, 2020, 2023).

The Office team, mostly made up of women, has a clear **interdisciplinary approach**. It is made up of environmental educators, social workers, renewable and energy efficiency technicians.



This team develops the different lines of work in a complementary manner and fosters synergies with the residents and actors of the neighborhood and the city in coordination with the rest of the actions of the València Clima i Energia Foundation (European projects) and the Valencia City Council (Social services, urban planning, etc.).

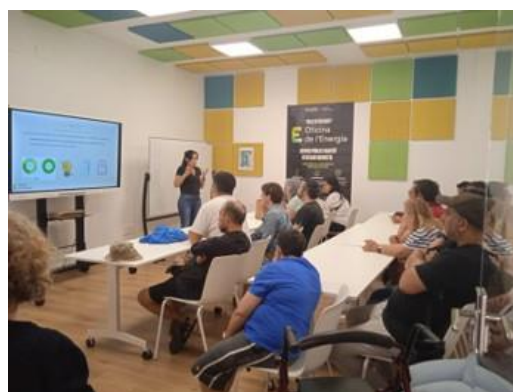
The Energy Office project consists of promoting a “neighborhood in transition” dynamic to accompany citizens on their way to a cleaner, fairer and more democratic energy model.

Specifically, five lines of action are developed to:

- **Explain energy bills,**
- **Guarantee the Right to Energy,**
- **Promote Energy Savings,**
- **Boost Renewable Energies,**
- **Develop a Culture of Transition.**

In addition to organizing on-demand workshops for organizations and interested groups, each month the Office offers a **training itinerary made up of several workshops** to accompany its users step by step in their transition, from saving on their bill to becoming part of an energy community or renovate their home. The workshops offered by the office are the following:

- **Energy for all**, efforts to guarantee the right to energy of vulnerable people,
- **Understand your electricity bill**, steps to follow to pay less.
- **Understand your gas bill**, tips to pay only what is fair.
- **Save energy in your home**, spend less and live better.
- **Energy renovation**, renew your home with good energy.
- **Connect to the Sun**, how to self-produce the energy you need.
- **Generate energy in your neighborhood**, be part of an energy community.



In addition, doubts are resolved and people who request it are accompanied in their projects via an **individual appointment service**. In the case of households in a situation of fuel poverty, the possibility of benefiting from a socio-energy audit is also offered. This comprehensive intervention includes a personalized socio-energy diagnosis and the delivery of a kit to implement micro energy saving measures at home.

In a complementary manner, **initiatives are promoted to improve energy efficiency in educational centers** in the area (#MiCentroEnTransición /MySchollInTransition).



The #MiCentroEnTransición initiative has developed a flexible and participatory methodology to overcome the limits of conventional one-off awareness-raising interventions and achieve an interannual dynamic to promote energy saving in neighborhood schools. The students themselves carry out an energy diagnosis of the center. In this, energy problems related to space and habits are detected and joint solutions are identified for the areas used in common. Within the process, the different parts of the educational community are progressively involved with informative workshops, to ensure that the proposed measures have the greatest possible impact.



Given the success of the first years, this methodology is being offered to new educational centers and key entities in the neighborhood (Popular Universities, Sports Centers, etc.) to join the process of the Neighborhood in Transition.

The Office has served as a link to **promote the first energy communities in the city**, acting as a facilitator and meeting point to promote participatory processes (“Turn on the Light of your Neighborhood”) prior to the constitution of the first communities.



In addition, workshops and appointments have been given to the new emerging projects in the city and annual meetings of energy communities in the city are organized to celebrate the Day of the Sun.



To carry out its activities, the Office has developed a series of **outreach materials that are freely available** :

- [Domestic Energy Saving Handbook](#),
- [Guided itinerary for local Energy Communities](#) ,
- [School Eco-Audit Manual](#),
- [Practical guide for the Right to Energy](#)



These materials are freely available on its [website](#), in addition to updated information on available subsidies or sources of reference information for citizens.



All these activities are announced to the public through the **Bulletin of the Energy Office (BOE)**, published monthly since January 2021 to inform interested people of the project activities, as well as some advice (“bright idea of the month”) or the latest news from the municipal energy sector or available subsidies. They are also disseminated on the social networks of the València Clima i Energia Foundation and the Valencia City Council.

In 2023, the celebration of special days, aimed at specific audiences, has been incorporated into the Office calendar:

- **Right to Energy Week**, February
- **European Day of Sustainable Communities**, September
- **MySchoolInTransition Day**, September
- **World Energy Saving Day**, October
- **2nd annual Meeting of local Energy communities of the city**, November



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BOLETÍN EN CASTELLANO

octubre 2023 | #oficinaenergia



Idea brillant del mes:

Aquest mes celebrem el dia mundial de l'eficiència energètica, T'apuntes a un RehabilitaTour per a veure València des d'una nova perspectiva energètica? #eficienciaenergetica

Associated impact and participation

Since its opening and despite the Covid crisis, the Office has advised thousands of Valencians on issues related to energy is now recognized as an essential municipal service for facilitating the energy transition. In 2023, we scaled up by establishing two more offices within the city. In addition, we introduced an itinerant office to bring our services closer to the communities we are actively engaging with.

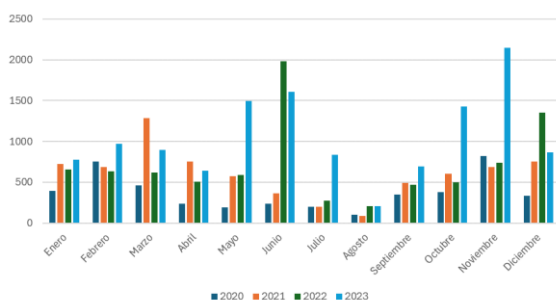
In 2023, following expansion and the establishment of two additional offices, we have impacted over **12,000 direct beneficiaries**. Approximately **5,000 visitors** utilized the offices, and over **1,000 personalized appointments** were conducted, addressing billing concerns, energy efficiency, renewable energies, and the right to energy.

Last year, a total of **136 workshops** covered topics such as electricity and gas bills, home energy conservation, self-consumption, and energy communities, with more than **1,500 individuals trained** and a participant **satisfaction rate of 4.8 out of 5**. On average, individuals seeking assistance at the office for optimizing energy bills **save €200 per year and 150**

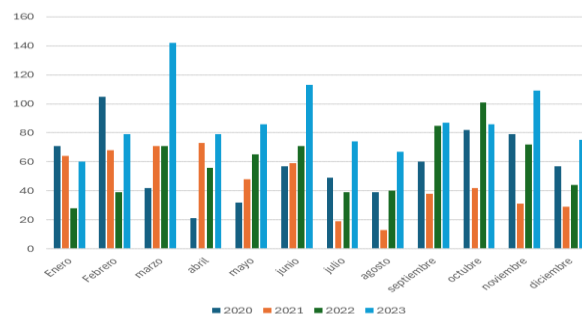
kWh, with vulnerable people experiencing energy poverty achieving an average savings of up to **€400 per year**. Those seeking energy savings and home renovations collectively contribute to potential energy savings exceeding **800,000 kWh/year**.



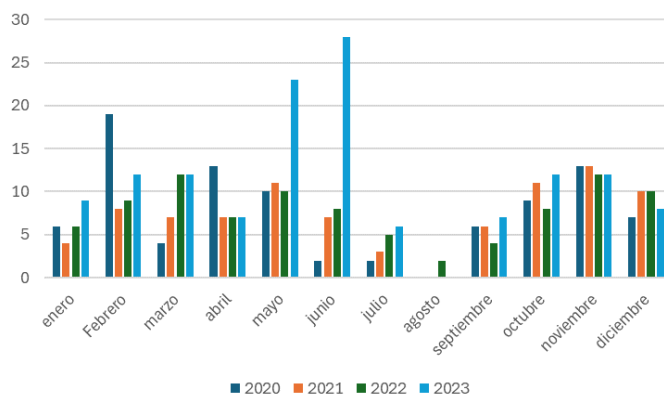
Users of the Office aspiring to produce their own clean energy represent a combined **900 kW of solar panels**, equating to an annual production of **1,436,000 kWh** of clean energy and savings of over **220,000 kgCO2/yr**. The **20 educational centers** participating in the educational program (#MySchoolInTransition) engage over **4,800 people in 277 actions** and achieve savings of up to **12,500 kWh** per year per center (3,391 kgCO2/year).



Evolution of total direct beneficiaries per year



Evolution of monthly individual appointment per year

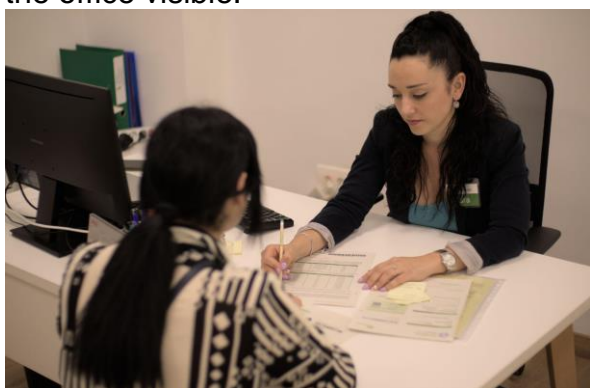


Evolution of monthly workshops celebrated per year.

Right to energy:

145 homes have been attended by the right to energy area, of which 91 have started a comprehensive intervention process. 72 % were derived from municipal Social Services and the rest were derived from other social entities or of their own free will.

20 training and information workshops have been launched with Municipal Centers for Social Services in Valencia and local NGOs. During 2023, **250 professionals have participated in this training** with the main objective of coordinating actions for proper attention to users and, in turn, making the work of the office visible.



Promotion of renewable energies:

50 Photovoltaic solar energy production projects in the city have been supported.

In 2023, the estimated power to be installed, thanks to these assessments, is **about 900 kW**. The accompaniment of the **first local energy communities (CEL)** of the city has also continued. One of them, the CEL “Castellar–L’Oliveral”, is already operating with an installation of 49 kWp and 60 members operating. Other 5 local communities are registered and in the active search for a roof and carrying out economic feasibility studies.

	2021	2022	2023
Number of photovoltaic projects supported	69	105	50
Supported energy communities	4	8	10
Power to be installed (kWp)	503.83	2,460	899

Promote energy efficiency:

Last year, more than 500 appointments on energy bill and energy efficiency issues were attended, estimating a potential savings of more €200 per year on average per household, corresponding to 24% of the cost of the electricity bill. In total, an energy saving of more than 145 kWh per household per year by energy

savings is estimated. In **energy efficiency advice**, the estimated savings by implementing actions focused on the dissemination of energy habits and the fight against phantom and standby consumption have been estimated at around 830.000 kWh in 2023 with the corresponding GHG emission reduction. Launching this year this first RehabilitaTour of the City to showcase best practices of energy rehabilitation in neighborhoods.



Promote a culture of Transition:

Since 2021, **20 educational centers** have participated in the **#MiCentroEnTransición initiative** and a total of **540 workshops have been held in educational centers**, where **11,175 participants** from the educational communities of the centers have been trained.

MiCenterInTransition	2021	2022	2023
Workshops	126	144	277
Trained people	2 376	3 909	4 890

As a result of the activities carried out and given the interest of the students and educational teams in the possibility of installing photovoltaic panels in their center, advice have been offered on the procedures and steps to follow to promote a photovoltaic installation in their buildings. Good practices are shared

annually on this topic during the gathering: **Meeting of educational communities #MySchoolInTransition.**



On this day, the participants exchanged their experiences on how educational centers can lead the energy transition through education, savings, efficiency, and the production of renewable energies. A permanent exhibition "ENERGIA" is as well available in the Office to illustrate to the user the different steps of the energy transition pathway and is now part of an **Escape Game** focused on energy transition.

Action replicability:

The performance is highly replicable and clearly necessary to deal with the current short-term socio-energy and mid-term climate crisis.

In 2023, we scaled up and opened **two new fixed offices** to make its services accessible throughout the city. The locations have been defined looking for strategic places to reach all citizens (Public parks, marketplaces) and connect with the people who need it most. An **itinerant office** offers the services of the office in a decentralized manner at strategic points in the city, but it also allows **reaching the village of the city to attend to their inhabitants on a regular basis.**

To be able to replicate this action and continuously improve the services offered, several evaluation mechanisms have been developed. For example, the results of the satisfaction surveys carried out at the end of each workshop give an **average score of 4.8/5** to the training

provided. Also, the results of our last qualitative surveys carried out with users show that the service offered has allowed them to solve their problem (4.6/5). 100% of the people who answered the survey would advise a family member or friend to come to the office if they had a similar problem.

Capitalizing on the achievements of the project, and the success of the new offices launched in 2023, we are currently exploring the possibility of extending our office network throughout the province. Notably, we have received inquiries from national and other European cities interested in adopting our model, showcasing its potential for replication in various European territories.



This initiative has also made it possible to attract funding from European projects in order to share and investigate ways to replicate and improve this project and share best practices. Specifically, the innovation projects (H2020): [SaveTheHomes](#), [WellBased](#), [PowerUp](#), or [EBENTO](#) that are developed by the València Clima i Energia Foundation in synergy with other actors in the city to innovate and improve the service offered by the Office and with more than 20 partners from 10 different EU member states.



In 2022, the energy office has been awarded two national awards, the 2022 **Sustainability Action of the year** awarded by CompromisoRSE y Equipos&Talento for the MySchoolInTransition project, and the Eneragen Award of the Spanish Energy agencies in the category **Best educational and awareness raising action of the year 2022**.



In 2023, the Energy Office was selected by the Energy Journal (Periodico de la Energia) as one of the three **best Public Initiative to promote the energy transition** at national level and awarded **Best initiative with social impact for the energy transition** by the Global Energy Expo and Congress 2023 of the Valencian Energy Cluster.

The Energy office is one of the key component of the Valencia **2024 EU Green Capital** Award and is the cornerstone of the energy transition strategy of the city to be **climate neutral by 2030** (EU Climate City Mission label).



Selected articles about the project:

In English:

- Bringing the energy transition to people, EuroCities stories, Dic 2022, <https://eurocities.eu/stories/bringing-the-energy-transition-to-people>
- [Valencia steps up for people in energy poverty](#), EnAct projet, May 2022

Last news (in Spanish):

- [La fundación municipal València Clima i Energia, premio a la mejor iniciativa de impacto social en materia energética](#)
- [La Oficina de l'Energia del Ayuntamiento de València finalista de los Premios de la Noche de la Energía como Mejor Iniciativa Pública Energética de España 2023](#)
- [Abre en Torrefiel la tercera Oficina de la Energía de València para "no dejar a nadie atrás en la transición energética" \(30/01/2023\)](#)
- [València recibe el premio Sustainability Actions 2022 por impulsar el ahorro energético en colegios.](#)

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