

UP-STAIRS ASEN OSS Experience and Lessons

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Setting Up Energy Community One-Stop-Shops
Webinar 03 October 2023

UP-STAIRS Uplifting
Energy Communities.

A graphic element of the UP-STAIRS logo, consisting of a network of red dots connected by thin red lines, resembling a molecular structure or a network diagram.

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UP-STAIRS in a nutshell

- ❖ **Main aim:** Creation of One-Stop-Shops (OSSs) to facilitate establishment of energy communities and help citizens participate in energy transition;
- ❖ Financed by EU H2020 Programme, from 1 September 2020 till 30 November 2023;
- ❖ 10 partners from 7 EC countries;
- ❖ **4 OSSs** in 4 pilot regions were created and operated – Upper Austria (Austria), Asenovgrad Municipality (Bulgaria), Cork City (Ireland) and Barcelona Metropolitan Area (Spain)



OSS ASEN, Asenovgrad Municipality

- ❖ OSS ASEN created and operational from 1 July 2022;
- ❖ Physical premises at municipality building;
- ❖ Staffed with 5 municipal employees appointed by the Mayor according to their experience;
- ❖ Different profiles of experts – 2 economists, 2 technical experts and a layer;
- ❖ 1.5 years of preparatory work: initial conceptualization, adjusting to local circumstances, establishing an organizational structure within the OSS that encompassed financial, administrative, and technical functions.



OSS ASEN, Asenovgrad Municipality

- ❖ Before starting operation, OSS ASEN staff trained in various aspects related to provided services: technical aspects of EE and RE in buildings, economic appraisal basics, EU and national legislative framework, funding possibilities available or home owners, etc.
- ❖ One-day training, 23 June 2022, in Asenovgrad municipal meeting hall;
- ❖ Training modules jointly developed within UP-STAIRS project, delivered by SEC



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OSS ASEN, Asenovgrad Municipality

Main focus – individual **homeowners** in multifamily residential buildings

Why:

- ❖ A lot of buildings in the municipality are private multi-family residential buildings;
- ❖ Mainly prefab panel type or cast concrete type;
- ❖ Many individual owners who need to establish energy community to renovate the entire buildings;
- ❖ Citizens would like to save money and energy, but they do not know where to start and how to proceed;
- ❖ This is where ASEN OSS come into action



OSS ASEN Concept (1)

- ❖ Facilitates homeowners to establish owners' associations to act as Citizen Energy Communities (CEC);
- ❖ Emphasizes the importance of implementing energy efficiency measures throughout the entire building;
- ❖ Aligns its focus with the potential integration of RES in buildings (solar panels and/or biomass-fueled boilers) although the respective legislation for the establishment of Renewable Energy Communities is still missing in Bulgaria (draft at Parliament, expected by the end of 2023).



OSS ASEN Concept (2)

- ❖ Services offered on site in physical premises in municipality building, by phone and by email;
- ❖ Focus on creation of energy community for the entire building – Association of Owners (AO);
- ❖ Focus on EE and on installation of RES;
- ❖ Assistance for application for funding of EE and RE measures from different available sources – national and European;
- ❖ Complex service offered- citizens and representatives of AO are “taken by hand” and are assisted during the entire cycle of the building energy renovation process.



OSS ASEN Services

Aspects of energy refurbishment covered:

- Organizational – supporting the emerging energy communities and strengthening them through the process of organization; support during the process of the legal body creation; providing and filling the necessary administrative documentation;
- Administrative – procedures to follow and forms to fill-in;
- Legal – information on the creation of owners' association; verifying the submitted documents; acceptance of an application for participation in the procedure; verification of the documentation presented by the association; carrying out public tenders regarding the selection of contractors on behalf of the Association of Owners
- Technical – steps leading to the implementation of collective actions; understanding the technical and economic information of the energy audit; selection of contractors; performing investor's control,
- Financial – support and review of the documents for funding; launching public procurement of energy service and refurbishment works of the building; undertaking financial reporting and control
- Facilitation & mediation – mediation between citizens and contractors



OSS ASEN Results

- ❖ **People assisted: 7 309** people received consultation and advice from OSS ASEN (69 buildings with 2 420 dwellings);
- ❖ **27 new energy communities created;**
- ❖ **Expected primary energy savings: 9.6** GWh/annum;
- ❖ **Expected building area to be refurbished: 227 374** sq m of buildings that received assistance and advice;
- ❖ **Expected investments: 13.5** MEuro



OSS ASEN lessons (1)

- ❖ **EU funding support** needed to establish and operate, at least in the beginning- results proved it useful, decision to **prolong at least for 1,5 years** after project end;
- ❖ **Political commitment** from the municipal council is **crucial**;
- ❖ An asset: **staff members are public servants** who are impartial and understand the internal processes;
- ❖ **Difficult to persuade** homeowners (skeptical about the support) – a lot of **communication and mediation work needed**, gained momentum through **“word of mouth”** after the first results emerged.



OSS ASEN lessons (2)

- ❖ Identified significant share of **people at risk** of energy poverty (female and male over 50, own their apartments from socialist times, low income or unemployed, socially vulnerable) who cannot afford to cover their share of costs - **availability** of national/regional **funding support programmes** for EE and RE is **crucial**;
- ❖ Owners **motivated to take action** by cost savings and improved comfort but **lack knowledge** how to proceed – need to be **“taken by hand”** from start to end of the process.



For more information:

<https://www.h2020-upstairs.eu/>



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Thank you for your attention!

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