



# Fit for 55

**Directive 2023/1791 on Energy Efficiency  
of 13 September 2023 – One-stop shops**

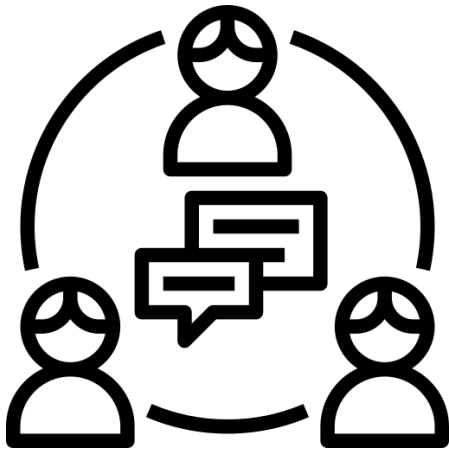
**Concerted Action EED, 3<sup>rd</sup> Plenary Meeting  
11 October 2023, Brussels**

Energy Efficiency Unit, DG ENER.B2  
European Commission

# Article 22: Information and awareness raising

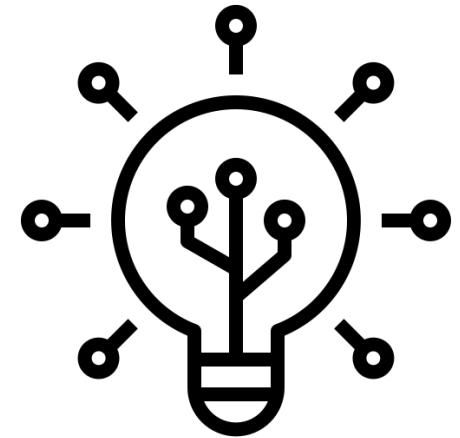
- Disseminate information on available energy efficiency improvement measures, individual actions and financial and legal frameworks to all relevant market actors
- Take appropriate measures to promote and facilitate an efficient use of energy by final customers and final users.

## One-stop shops



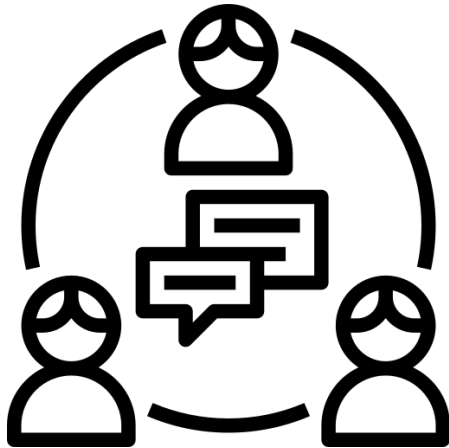
Create **one-stop shops** or similar mechanisms for the provision of **technical, administrative and financial advice and assistance on energy efficiency** to final customers and final users, especially household and small non-household ones, including SMEs and microenterprises:

- energy checks for households, energy renovations of buildings, information on the replacement of old and inefficient heating systems with modern and more efficient appliances and the take-up of renewable energy and energy storage for buildings



# Article 22: One-stop shops

## One-stop shops



Member States shall in cooperation with competent authorities, and, where appropriate, private stakeholders establish **dedicated one-stop shops or similar mechanisms** for the provision of technical, administrative and financial advice for energy efficiency.

➤ Those facilities shall:

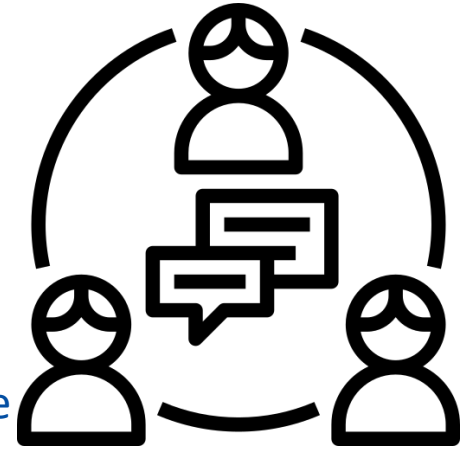
- (a) advise with streamlined information on technical and financial possibilities and solutions to households, SMEs, microenterprises, public bodies
- (b) provide holistic support to all households, **with a particular focus on households affected by energy poverty and on worst performing buildings**, as well as to accredited companies and installers providing retrofit services, adapted to different housing typologies and geographical scope, and provide support covering the different stages of the retrofit project, including to facilitate the implementation of a minimum energy performance standard
- (c) advise on energy consumption behaviour.

# Article 22: One-stop shops

The dedicated one-stop shop shall, where appropriate:

- (a) provide information about qualified energy efficiency professionals;
- (b) collect typology-aggregated data from energy efficiency projects, share experiences and make them publicly available;
- (c) connect potential projects with market players, in particular smaller-scale, local projects.

The one-stop shops shall offer dedicated services for people affected by energy poverty, vulnerable customers and people in low-income households.



The Commission shall assist Member States to facilitate the sharing of, and enhance cross-border cooperation with regard to, best practices.

The Commission shall provide Member States with **guidelines** to develop those one-stop shops with the aim of creating a harmonised approach throughout the Union. The guidelines shall encourage cooperation among public bodies, energy agencies and community-led initiatives.

# Article 22: One-stop shops

It is recommended that the creation of an OSS is **anchored in long-term regulatory frameworks** (such as the NECP and LTRS), with stable political commitment to achieve climate and energy ambitions, including support to the improvement of energy efficiency.

Member States could assign a specific public or private body as the responsible authority for setting up, managing, and financing the OSS.

Various configurations of OSSs are possible:

**100% public:** A local, regional, or national authority owns the OSS and is responsible for its set-up, management and financing.

**100% private:** It is owned, managed and financed by a private party and can be industry-driven (manufacturer, installer which aims to extend their activities); ESCO-driven (existing ESCO already providing funding for energy efficiency measures and that chooses to extend its activities); or consultant-driven (private consultants seeking to extend their activities by matching customers with contractors and suppliers).

**Public-private partnership:** Public authorities and private stakeholders partner up and divide the responsibilities (e.g. a publicly owned and financed OSS is managed by a private company).

**Cooperative:** A group of stakeholders develop an OSS in the form of a cooperative.

# One-stop shops – practical organisation

**Define the structure of the OSS: integrate digital and in-person services**

**Identify customer segments and their needs: full mapping of national and local stakeholders**

**Design line of service: appropriate line of services for each customer segment**

**Identify the cost structure and revenue streams**

**Identify the key partners and resources**

**Define customer relationships and communication channels**



# Thank you

[EUR-Lex - 32023L1791 - EN - EUR-Lex \(europa.eu\)](#)