



Fit for 55

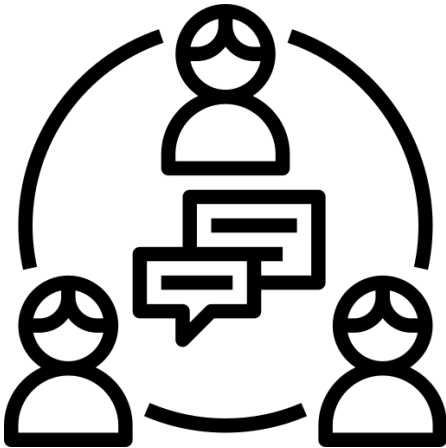
Guidelines from the EU Commission on how to set up One-stop shops

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EED recast Article 22: One-stop shops

One-stop shops



MS to establish **dedicated one-stop shops or similar mechanisms** for the provision of technical, administrative and financial advice for energy efficiency to:

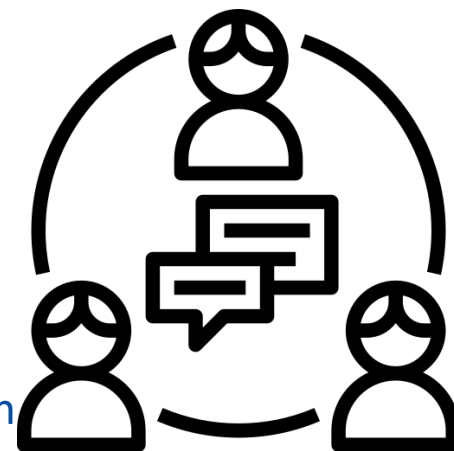
- (a) advise with streamlined information on technical and financial possibilities and solutions to households, SMEs, microenterprises, public bodies,
- (b) provide holistic support to all households (**with a particular focus on households affected by energy poverty and on worst performing buildings**), 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.

Offer dedicated services for people affected by energy poverty, vulnerable customers and people in low-income households.



The Commission to provide Member States with **guidelines** to develop OSSs
To create a harmonised approach throughout EU, encourage cooperation among public bodies, energy agencies and community-led initiatives.

- Guidance note on implementation of Articles 21, 22 and 24 includes a section on OSS
- The EC is preparing additional guidance on OSS to be published by the end of 2024 (requirement of Article 22 (6))



One-stop shops – practical organisation

- 1. Define the structure of the OSS: integrate digital and in-person services**
- 2. Identify customer segments and their needs: full mapping of national and local stakeholders**
- 3. Design line of service: appropriate line of services for each customer segment**
- 4. Identify the cost structure and revenue streams**
- 5. Identify the key partners and resources**
- 6. Define customer relationships and communication channels**

Article 22: One-stop shops - recommendations

Anchor OSS 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; ESCO-driven (existing ESCO already providing funding for EE 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.



Thank you

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