



One-Stop-Shops to empower citizens: Examples from Bulgaria

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on behalf of EnEffect

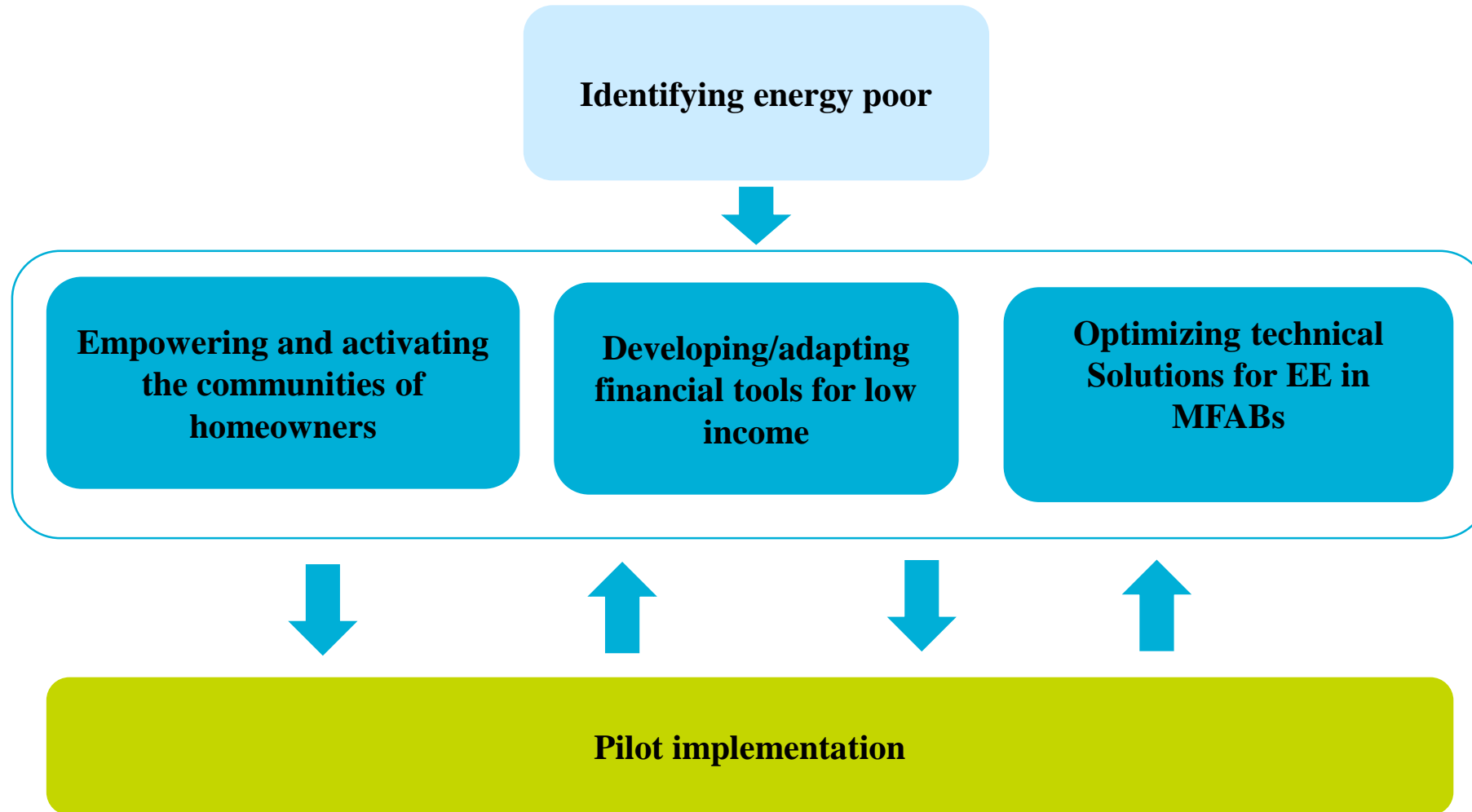
Energy Poverty Advisory Hub Annual Conference

19-20 September 2023, Warsaw Poland

Focus: owner occupied multi-apartment buildings – establish resource centers



Project structure



Hungary

Budapest

Bulgaria

Burgas

Ukraine

Odessa

North
Macedonia

Karpos &
Kavadarci

Lithuania

Kaišiadorys and
Tauragė

Five pilot cases



The baseline – national programmes for EE and RES in Bulgaria

- National renovation program 2015 – 2016

100% grant, local authorities leading the process, HOA just take decision for participation

- National renovation program 12.2022 – 05.2023

100% grant, HOA must provide energy audit and technical passport of the building

- National renovation program 06.2023 – 01.2024

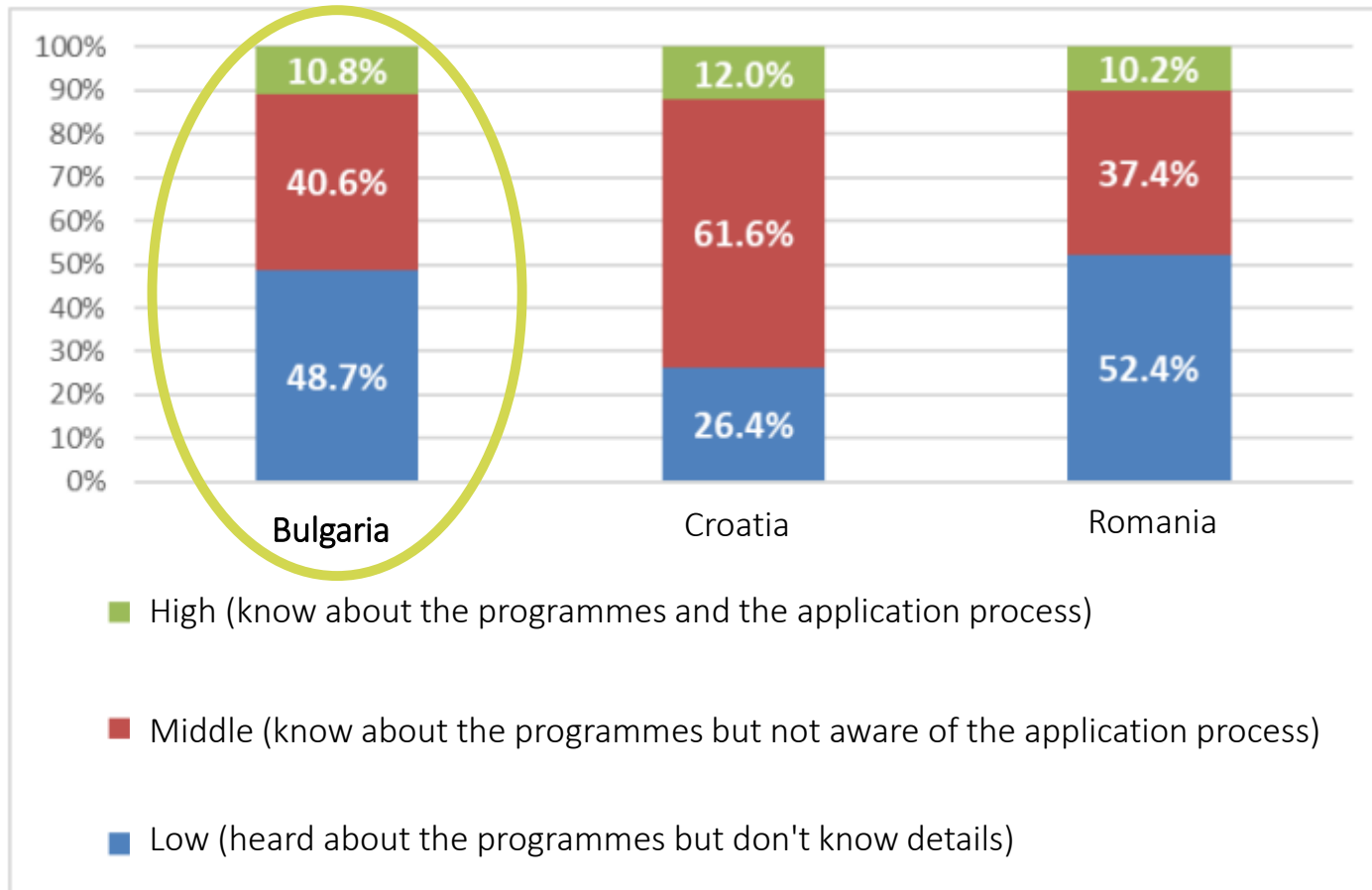
80% grant, HOA must provide energy audit and technical passport of the building and 20% of the project costs

- RES for households 05.2023 – 11.2023

PVs and solar thermal, grant between 70% and 100%

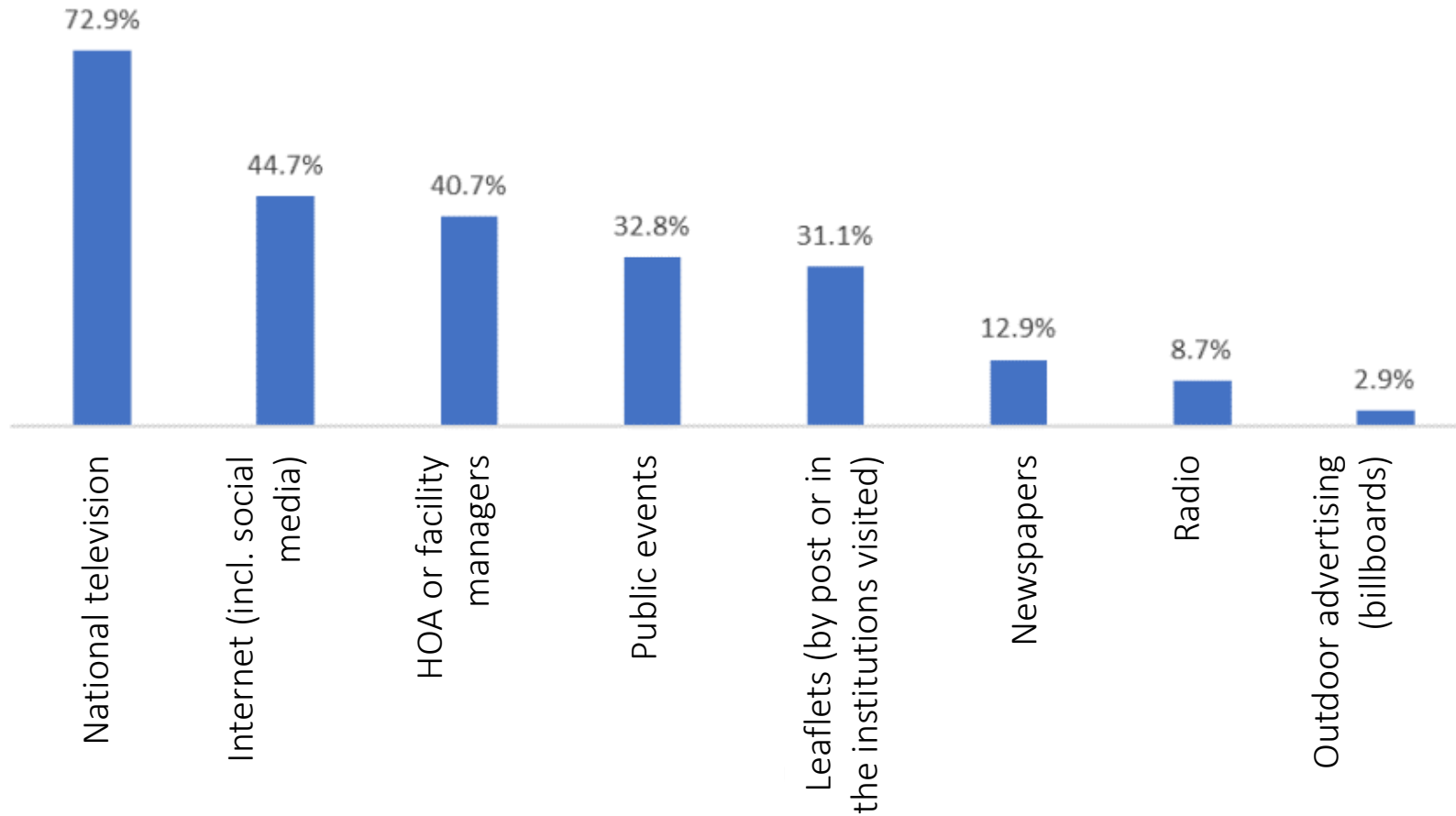
The baseline

Level of awareness of funding programmes (based on 1974 households)



The baseline

Preferred ways of getting information



OSS in Burgas

Name OSS: Energy office Burgas

Local Authority: Burgas Municipality

Structure: LA provides an in-person service point for the HOAs and individuals to support them in the whole renovation process and provide them consultation. The office is entirely owned by the municipality.

Statistics (12.2022 – 08.2023):

- ❖ Total number of visitors + phone calls ~ 3200 people
- ❖ Renovation ~ 2350 people
- ❖ RES ~ 450 inquiries + consultation
- ❖ Old stoves replacement ~ 600 enquiries

Achievements: 213 projects to a total amount of ~ BGN 460 mln submitted (BGN 80 mln limit set for the municipality)

OSS in Burgas



Полезна информация За нас Финансови инструменти Обучителни материали

Актуално



Енергиен офис Бургас

Енергийният офис е контактна точка на Община Бургас за граждани и бизнес по въпроси свързани с енергийна ефективност, ВЕИ и политиките на гр. Бургас в областта на енергийната ефективност и възобновяемите енергийни източници.

OSS in Gabrovo

Name OSS: Energy Center Gabrovo

Local Authority: Gabrovo Municipality

Structure: The OSS belongs to the municipality. It provides both online and offline consultations and it situated in the building of the municipality.

Statistics (02.2022 – 05.2023):

- ~ 1500 people reached
- ~ 400 individual consultations
- ~ 200 buildings (8000 households)

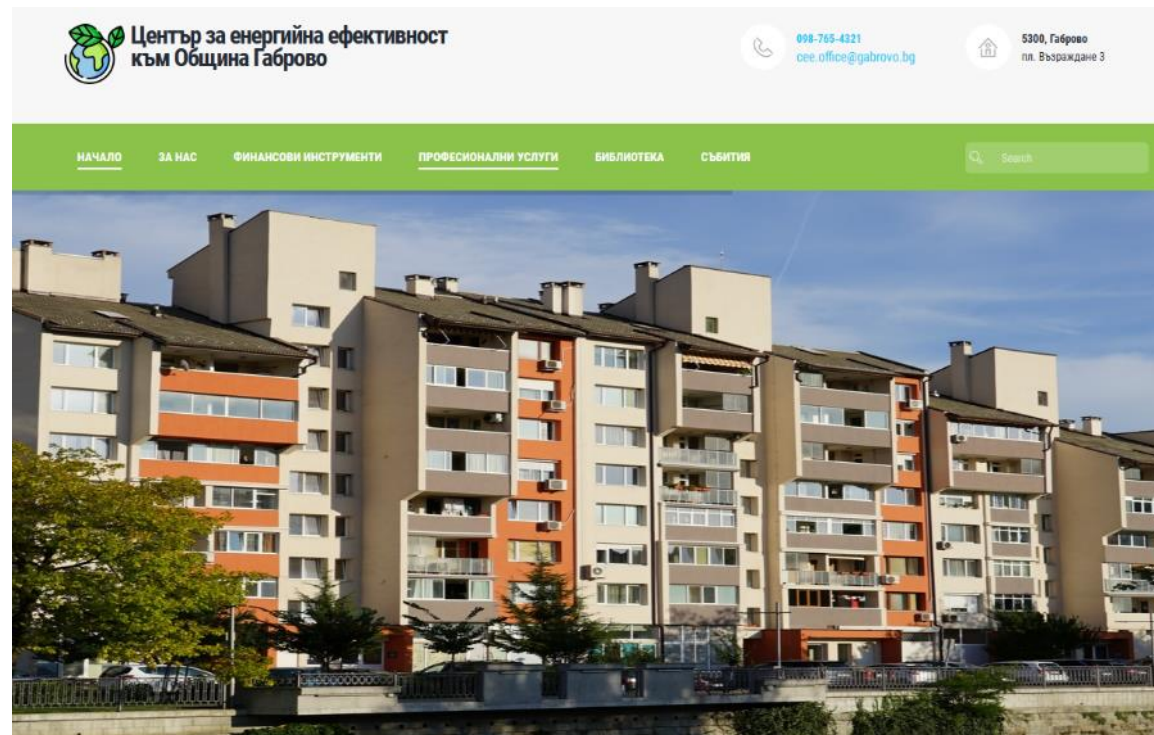
Achievements: 84 projects submitted (resources available for 20 buildings)



REMODULES

flexible building renovation shared solutions

OSS in Gabrovo





REMODULES

flexible building renovation shared solutions

OSS in Gabrovo



**ОБЩИНСКИ
ЦЕНТЪР
за енергийна
ефективност
Габрово**



Lessons learned

In order for the centres to function actively, it is necessary to have working financial schemes. In addition to free advice, citizens are also looking for funds to implement energy efficiency and renewable energy measures.

Business and industry are aware of the financial schemes and can afford technical consultations, OSSs should be primarily citizen oriented.

Thank you!

Stanislav Andreev

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