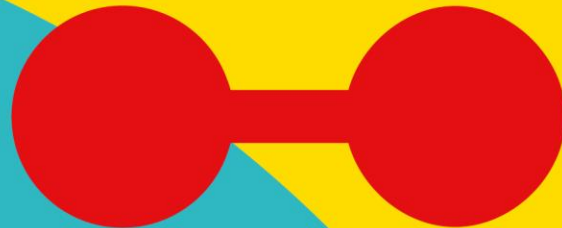
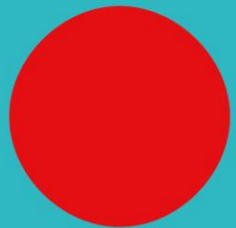


• PONTO DE TRANSIÇÃO

Transition Point NEXT2U mobile one-stop shop



Susana Camacho

É PROPRIETÁRIO DA SUA HABITAÇÃO?
É BENEFICIÁRIO DA TARIFA SOCIAL DE ENERGIA ELÉTRICA?
JÁ USUFRUIU DO "VALE EFICIÊNCIA"?

ENTRE E FALE CONNOSCO, NÓS AJUDAMOS A SELECIONAR AS MELHORES SOLUÇÕES DE EFICIÊNCIA ENERGÉTICA PARA A SUA HABITAÇÃO E A PREENCHER A CANDIDATURA PARA ESTE FINANCIAMENTO PÚBLICO.


 PUNTO DE TRANSICAO.PT

PUNTO DE TRANSICAO
AUMENTE O CONFORTO TÉRMICO DA SUA CASA E REDUZA AS DESPESAS (COM O GÁS).
 SOLUÇÕES ENERGÉTICAS GRATUITAS E MELHORES PERSONALIZADAS

MEDIDA POUPAR ENERGIA

AVALIAÇÕES ENERGÉTICAS GRATUITAS.
 INFORMAÇÃO SOBRE APOIO FINANCEIRO.

FUNDACAO CAJALUSTE COLABORA



Introduction to the One Stop Shop (OSS) Transition Point

- Energy poverty is a significant challenge in Portugal, where families affected require specialized and localized support. To address this, the **Calouste Gulbenkian Foundation** launched the Transition Point initiative in 2022 until 2023, with knowledge and experience of several partners.



- This pilot project aimed to test innovative support models at the municipal and parish levels. Operating from a reused shipping container, Transition Point is an 'one-stop shop' that offers services to local populations, including advice on electricity and gas, information and support for home energy efficiency, and free energy assessments.

Why Establish a One Stop Shop?

TACKLING ENERGY POVERTY: THE POTENTIAL OF A MOBILE 'ONE-STOP SHOP'

TRANSITION POINT: EXECUTIVE SUMMARY

CALOUSTE GULBENKIAN
FOUNDATION

A NEW WAY TO MITIGATE ENERGY POVERTY: LESSONS FROM THE TRANSITION POINT 'ONE-STOP SHOP' PILOT

CALOUSTE GULBENKIAN
FOUNDATION

• PONTO DE TRANSIÇÃO

• PONTO DE TRANSIÇÃO



- ❑ Simplification of Bureaucratic Processes
- ❑ Centralized Services
- ❑ Collaboration between Stakeholders
- ❑ Tailored Solutions
- ❑ Improved Access to Resources

<https://gulbenkian.pt/en/publications/tackling-energy-poverty-the-potential-of-a-mobile-one-stop-shop/>

<https://gulbenkian.pt/en/publications/a-new-way-to-mitigate-energy-poverty-lessons-from-the-transition-point-one-stop-shop-pilot/>

<https://link.springer.com/article/10.1007/s12053-024-10262-5>

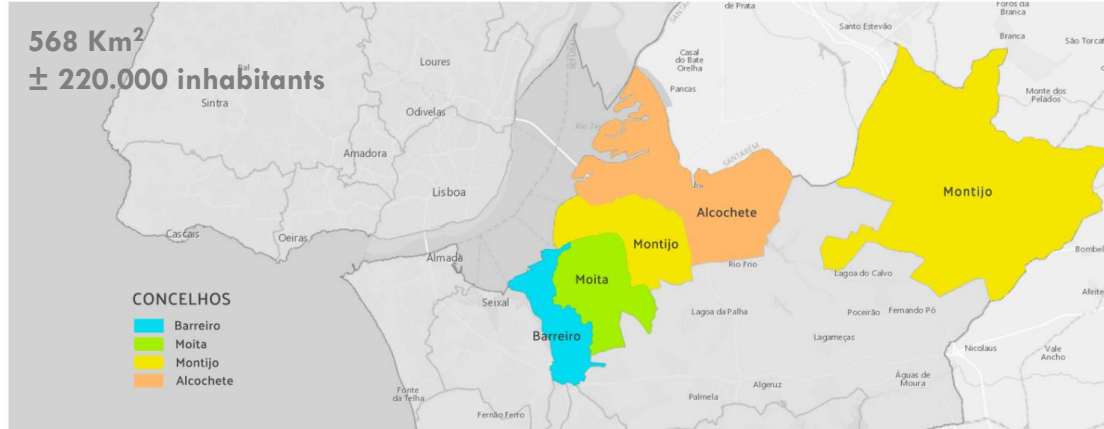
Technical Assistance
2023/24

EU
Energy Poverty
Advisory Hub



Transition Point
NEXT2U

Applicants:



Co-applicant:



Expert:



Market "25 April"

15th january of 2024



Baixa da Banheira Train Station

5th march



"República" Square

19th april



Small square

4th june



15th july of 2024





Results and added value of a Mobile Point



1 technician *in Transition Point*



3 transition agents



5 elements recruited and
formed for technical support



122 days – **851** hours



+360 visitors



+250 home visits

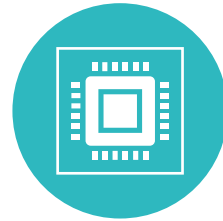


+130 potential candidates to
“Energy Voucher” program
from Environmental Fund

- Extended Outreach:** especially in underserved or remote areas.
- Accessibility:** who struggles with transportation or access to centralized locations can still benefit from support.
- Tailored Support:** customized advice and resources that meet the specific needs of vulnerable populations.
- Direct Engagement:** By meeting individuals where they are, we facilitate direct interaction and support.
- Reduction of Energy Costs:** The services offered help reduce the energy costs, empowering them to make informed energy choices.
- Improvement of Life Quality:** positively impacts the overall quality of life for individuals facing energy poverty.



Key Factors in Developing the OSS



Accessibility/Location – The OSS has to be easy to reach and have operating hours that extend beyond regular working hours.



Integration of services – As the name indicates, an OSS must provide a wide range of services, allowing for its visitors to solve numerous issues in just one visit.



Well trained Technicians – The OSS is mainly aimed at a segment of the population that faces challenges and is naturally wary, so it's crucial for the staff (Transition Agents) to be empathetic and build trust with them.



Community engagement – To ensure the success of the OSS it's absolutely key to engage the community and spread the message that the OSS offers solutions to some of the everyday challenges they face.

Synergy with another TA2023/93 that addressed energy poverty as a public health issue.



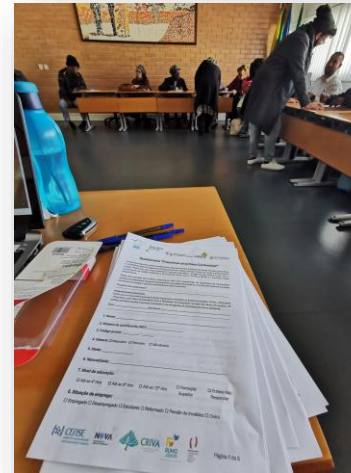
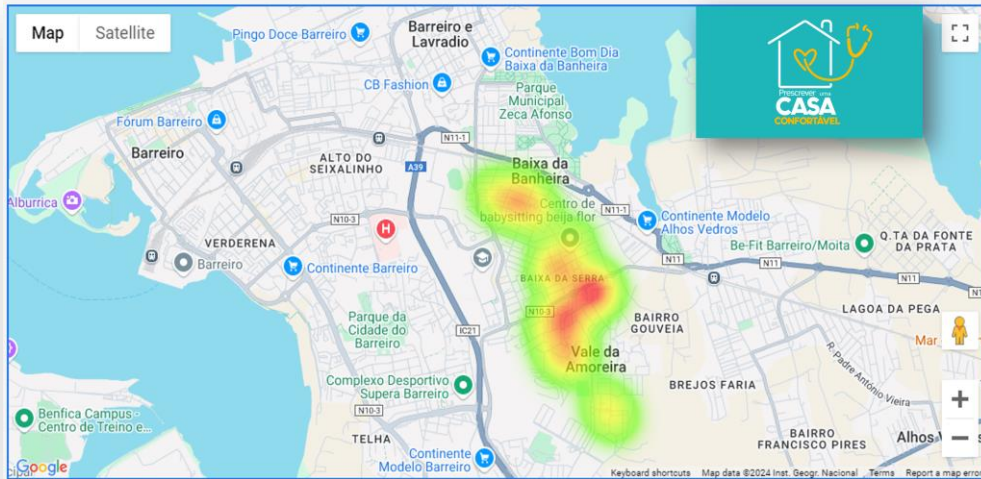
Ensure financing – The creation of a blended financial model, with public (local, national and European funds) and private (social responsibility of companies) funding is crucial to ensure the OSS is a long-term investment that can support the most vulnerable population.



Applicants:

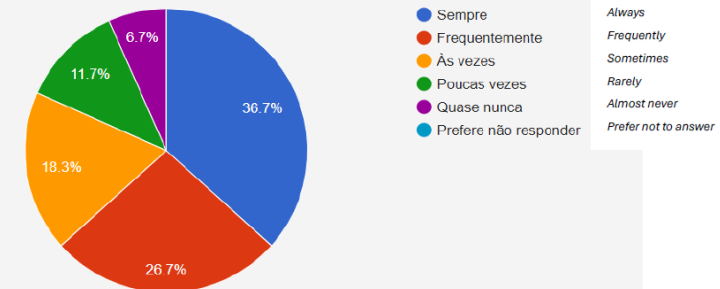


Expert and support:



- In a context of 400 socially vulnerable families, we identify **66 families in energy poverty**, establishing methods for **Health Center staff** to recognize energy poverty using surveys and existing data, with the support of Social Local Ators, the Union of Civil Parishes of Baixa da Banheira and Vale da Amoreira and the Municipality of Moita.
- The results revealed a **high vulnerability to energy poverty** among the surveyed population, with **potential severe health consequences**.

15. Sente que o desconforto em casa (frio/calor/humidade) afeta a sua saúde?



Prescribing a Comfortable Home – Answers to the question “Do you feel that discomfort at home (cold/heat/humidity) affects your health?”

Final Takeaways

❑ Scaling and Replicating:

The success of **Transition Point** has attracted interest from both public and private sectors, making it a model for scaling and replication in other regions.

The involvement of a **Nationwide Organization like RNAE - Association of Energy and Environment Agencies (National Network) as expert**, along with **CENSE-NOVA scientific support**, represents a significant advantage for the goal of replication.

❑ Advice for Local Governments:

Invest in **early collaboration**, **robust data collection**, and **secure long-term financial support** to replicate the success of One Stop Shops in mitigating energy poverty.



- AREA Alto Minho
- AE-TM
- AdE Porto
- Energaia
- ENERAREA
- AREAC
- Enerdura
- MédioTejo21
- AREANATEjo
- OesteSustentável
- AMEAL
- Lisboa E-Nova
- AGENEAL
- AMESEIXAL
- S.ENERGIA
- ENA
- ARECBA
- AREAL
- AREAM





Thank you