



OÖ Energiesparverband (ESV) One-Stop Shops: From Idea to Implementation

Enabler

ESV One-Stop Shops

OÖ Energiesparverband operates 3 One Stop Shops (OSS) that provide comprehensive support for key aspects of the energy transition in Upper Austria. They focus on **building renovation, energy communities, and energy performance contracting (EPC)**. These One Stop Shops are **designed to simplify complex processes and offer coordinated, practical assistance** from a single point of contact.

Building Renovation

Homeowners are being **supported throughout the entire renovation journey**. The service combines energy advice and information support and a financial incentive from regional programmes. About 10,000 building owners are supported in upgrading their building envelopes and in switching to renewable heating. A key element are the **face-face energy advice sessions**: About 10,000 are held every year, the majority of them onsite in the homeowners buildings.

Energy Performance Contracting

This One Stop Shop supports public and private organisations in implementing energy performance contracting projects. It **offers expertise on project preparation and contracting models, helping reduce energy use and investment risks while achieving guaranteed energy savings**. In addition to information support, it includes the regional support programme which provides public subsidies to EPC projects. More than 450 EPC projects from the public and the business sector were supported and implemented so far.



Energy Communities

The One Stop Shop assists citizens, municipalities, and businesses in establishing and operating Renewable Energy Communities. It **provides regulatory and organisational guidance, technical support, and help with implementation**, enabling local actors to jointly produce, share, and use renewable energy. Since 2021, it has helped establish over 800 Energy Communities with more than 36,000 members.



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Reasons for Success

- **Continuous training/upskilling of "advice staff"**
 - Frequent changes in regulatory issues, funding programmes and energy markets.
 - Clients often have very detailed questions and are up-to-date from the internet!
 - Frequent exchanges between staff and with funding bodies, regulator, authorities etc.
- **Promotion**
 - No promotion, no demand for services!
 - Continuous task that needs a budget, dedicated staff and links to other public services (e.g. funding programme authorities, planning permission offices etc.).
- **Commercial independence**
 - Not linked to the sales of a product/service, otherwise credibility issues.
- **A longer-term approach**
 - It takes quite a while to build up a service, make it known etc.
 - Should be planned and implemented with a multi-annual perspective (5 years).



Contact Info



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