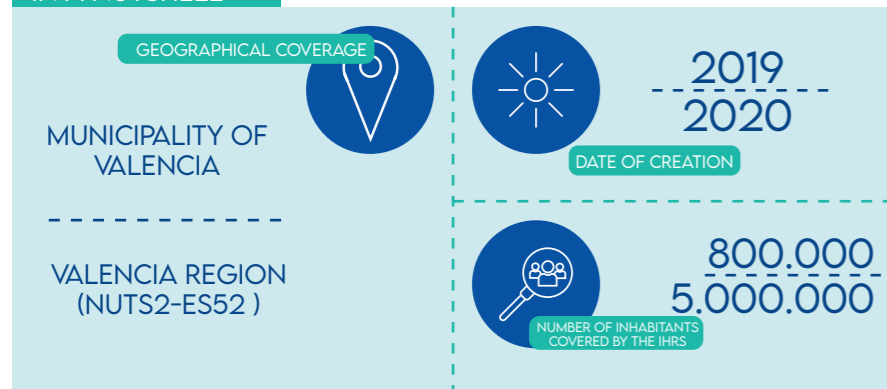


## IN A NUTSHELL



<b>FOUNDING ORGANIZATIONS</b>	Municipality of Valencia + EU Ministry of Housing + municipalities
<b>LOCAL/REGIONAL/NATIONAL PUBLIC PARTNERS</b>	Municipality of Valencia Ministry of Housing + municipalities
<b>TECHNICAL PARTNERS</b> <small>(thermal design offices, companies esp. local craftsman)</small>	Renovation agents and renovation managers officially registered in the regional government list.
<b>FINANCIAL PARTNERS</b>	None for the moment
<b>OTHERS</b>	None for the moment

## ACTORS AND PARTNERSHIPS



### DEFINITION/TRANSPORTATION OF IHRS IN NATIONAL LEGISLATION/REGULATION

Modes or channels (integrated offices, telephone service, Internet pages and others) to which citizens can go to access information, procedures and public services determined by agreement between various administrations.

### DEFINITION OF DEEP/GLOBAL ENERGY RENOVATION IN NATIONAL LEGISLATION/REGULATION

Renovations in which both the thermal generation installations and more than 25% of the total surface of the final building envelope undergoes renovation.

### NATIONAL/REGIONAL (FINANCIAL, LEGAL, TECHNICAL) INCENTIVES TO ESTABLISH IHRS

XALOC regional agreement contributing the salary of up to 5 workers, supplies, rentals, office material, publications and communication expenses (up to 10% total subsidy). Recovery, Transformation and Resilience Plan, 800€ per renovated dwelling.

### NATIONAL/REGIONAL (FINANCIAL, LEGAL, TECHNICAL) INCENTIVES TO CARRY OUT RENOVATION WORKS FOR INDIVIDUAL HOUSES, CONDOMINIUMS

Recovery, Transformation and Resilience Plan, up to 100% budget. Personal income tax reductions (up to 60%) and real estate tax reductions (up to 95%). Grants for photovoltaic and wind self-consumption (up to 710 €/kW and to 3.350 €/kW)

## NATIONAL FRAMEWORK

## OBJECTIVES EN MISSIONS

### OBJECTIVES

Space for citizens, personalized advice and workshops for granting right to energy, improve efficiency, or introducing renewables

decentralizing housing policies, local offices provide comprehensive service of management, information, and social mediation.

### SERVICE/OFFER (VALUE PROPOSITION)

Personal appointments for advice and follow-up; Workshops and exhibitions for awareness and consciousness; Meeting spaces for mediation.

Personal appointments for advising, information and assistance; processing and management of financial support; mediation services.

### TARGET GROUPS

Citizens, individually or within condominiums, a focus on energy poverty and/or small municipalities.

### IMPACTS KPIS

Contacts, workshop participants, appointments, audits, renovations

## BUSINESS MODEL

Public funding, non profit: the IHRS is a public/ social service.

## MODALITIES OF INTERVANTION

- 1 - Awareness campaigns and tools
- 2 - Individual guidance and pre-diagnosis
- 3 - Understanding subsidies and financing & Neutral offer to contractors and professionals
- 4 - Mediation and clarification of doubts
- 5 - Explanation of results, comparison and behavioral change

## TIME ESTIMATION

Publication and tools: less than 5 minutes  
Training events: 2 to 4 hours  
Personal appointments: 30-45 minutes

## INTERNAL CAPACITY

From 2 (<50.000 inhab.) to 5 workers (> 250.000 inhab.), customer support, social, legal and technical profiles

## PHYSICAL OFFICES

C/ José María Haro, 9 - 11, 46022 Valencia  
M-F 10:00 - 19:00

## WEBSITE & DIGITAL SERVICES



## MONITORING FRAMEWORKS

Energy certification and bills before and after comparison  
Satisfaction questionnaires  
Future monitoring of energy and IEQ

## HOW IT WORKS



### FIRST CONTACTS

30.000



### AUDITS

2000



1000

### RENOVATIONS

€500.000.000



### AMOUNT OF RENOVATION WORK

€350.000.000



### AMOUNT OF PUBLIC SUBSIDIES



200.000.000 KWH

### ENERGY SAVINGS

## SAVE THE HOMES

## RENOVATIONS IN OFICINA DE LA ENERGIA

### FIRST CONTACTS

1800



### AUDITS

60



30

### RENOVATIONS

€15.000.000



### AMOUNT OF RENOVATION WORK

€10.000.000



### AMOUNT OF PUBLIC SUBSIDIES



6.000.000 KWH

### ENERGY SAVINGS

