

H2020-LC-SC3-EE-2019

UP-STAIRS

UP-lifting Communities: Structuring collective action for sustainable local transition and identifying regulatory solutions for adopting frontier technologies and disruptive business models

Dissemination and Communication Plan

Date: November 2023

This document is the UP-STAIRS (contract no.892037) Dissemination and Communication Plan corresponding to D6.2/6.7 led by ESV.



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 891775

Project details			
Project acronym	UP-STAIRS	Start (Duration)	1 September 2020 (36)
Topic	LC-SC3-EC-1-2018-2019-2020 The role of consumers in changing the market through informed decision and collective actions		
Call identifier	H2020-LC-SC3-EE-2019	Project Number	892037
Coordinator	University College Cork – National University of Ireland Cork (TYN)		
Contact	Piyush Verma	Website	www.h2020-upstairs.eu/

Deliverable details			
Deliverable Number	6.2	Title	Dissemination and Communication Plan
Work Package	WP6: Communication, Dissemination and Exploitation activities	Dissemination level	Public
Deliverable responsible	ESV	Contributing beneficiaries	All
Due Date (M)	31.03.2021 (M7)	Submission date	31.03.2021 (M7)

Deliverable details			
Deliverable Number	6.7	Title	Dissemination and Communication Plan
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1 The UP-STAIRS Project

The EU legislation foresees two types of energy communities, the "Renewable Energy Community" and the "Citizens Energy Community". At the start of the project - and still so to date - there is very limited information available that explains the concept, the implementation process and all necessary steps in an easy to find and easy to understand manner.

Even in countries where the relevant legislation is in place (and even more so in those where a complete implementation of the two directives is yet to be done), starting and operating an Energy Community requires a great deal of expertise. Not having access to this expertise prevents end-users from profiting from the social, economic and environmental benefits offered by energy communities.

The UP-STAIRS project addresses these issues with the goal to accelerate the growth of energy communities by providing a common framework. UP-STAIRS removes barriers to citizen participation in the transition from a 'consumer-market' to a prosumer-market'. This transition requires active learning and participation from all stakeholders. The UP-STAIRS Energy Service Framework enables Local Authorities and Citizens to work together through a common structure embodied in a one-stop-shop.

Project structure:

WP1: Project Management (M1 M36)

WP2: Development of OSS Framework and Methodology (M1 M24)

WP3: Implementation of Energy Service OSS in 5 Pilot Regions (M1 M36)

WP4: Digital tool for facilitation (M1 M36)

WP5: Identifying & addressing regulatory barriers (M1 M36)

WP6: Communication, Dissemination and Exploitation (M1 M36)

WP7: Ethic requirements (M1 M36)

The project receives funding from the European Union's Horizon 2020 programme, grant agreement no. 892037.

2 The scope of the DCP

The objectives of WP6 (Communication, Dissemination and Exploitation activities) are:

- To enable future exploitation of the results to their full potential by disseminating and communicating them to the relevant stakeholders who will use and implement them.
- To ensure that the findings are widely communicated to the target groups and the public in general.
- To support the market uptake of research and innovation results.
- To prepare the corporate image and a set of materials for the promotion and comprehensive dissemination of UP-STAIRS and its outcomes.

The goal of the UP-STAIRS dissemination strategy is to raise interest from the different target and stakeholder groups, to create awareness and to boost knowledge transfer on collective actions.

The main objective of this Dissemination and Communication Plan is to ensure efficient and effective communication and dissemination to the appropriate target audience.

The DCP covers the following topics:

- the identification of key target audiences (Chapter 3)
- definition of the strategy and objectives (Chapter 4)
- key communication messages and content (Chapter 5)
- definition of the graphical identity of the project (Chapter 6)
- the Digital Platform (Chapter 7)
- definition, selection and utilisation of communication channels and tools (Chapter 8)

3 Identification of key target groups and stakeholders

The following graphs shows the key target groups of the UP-STAIRS project:



In addition to the direct target groups, UP-STAIRS has identified the following stakeholder groups which are considered to be important for communication activities



To maximise the effect of dissemination, communication and exploitation activities, key actions must be tailored to target different audiences, taking into consideration their level of expertise and/or knowledge, professional field, socio-cultural dimension, location and language.

Target and stakeholder groups and potential benefits

Target groups	Potential benefits
Municipalities	Interest in climate protection, citizens involvement and collective action as well as being perceived as active in these fields.
Private households/citizens: Early adopters, other profiles of citizens	Participation in local initiatives. Interest in climate protection and interaction in their neighborhood. Interest in cost savings and other benefits
Small and Mid-sized Enterprises (SMEs)	Interest in developing and offering solutions and new services. Interest in climate protection and in showing commitment to local projects.

National, Local and Regional Energy Authorities	Showcase the viability and positive impacts of a community-level financial, business and social model. Contribution to energy and climate targets and the related regulatory framework. Interest in citizens involvement and collective action as well as being perceived as active in these fields.
Implementation Champions (ICs)	As initiators and driving forces behind collective action, their interests are climate protection, collective action, social innovation and economic benefits.
Stakeholders	Potential benefits
Authorities from other regions across the EU	To raise awareness, promote collective actions
Funding bodies on regional and national level	Showcase the viability and positive impacts of a community-level financial, business and social model. Contribution to energy and climate targets and the related regulatory framework. Interest in citizens involvement and collective action as well as being perceived as active in these fields.
Energy Companies (suppliers and installers) and Technology Providers, Energy Consultants	Interest in developing and offering solutions and new services. Interest in climate protection and in showing commitment to local projects.
Media	Interesting topic and content for their audiences
Universities, research organisations	Bridge the gap between academic research, industry technology providers and policy makers. Showcase how demonstrations create opportunities for early market uptake by collecting and analysing empirical data on the impacts of boosting collective actions for the energy transition.
European Energy Organisations	Provide interesting solutions to respective members and policy makers

The consortium members are very actively working with a wide range of stakeholders. These include, among other, municipalities, municipality associations, national/regional energy authorities, energy associations, climate action offices, finance institutions and renewable energy technology providers. Among others, these are the Austrian REC platform, EWW, LES, Raiffeisenverband OÖ, the Association of Bulgarian Energy Agencies Bulgaria, Association of Rhodope Municipalities Bulgaria,

Energy Cork Ireland, Climate Action Regional Office, Cork County Ireland, Codema - Dublin's Energy Agency Ireland, Smart MPower Ireland, Community Power Ireland, Gemeinde Brunnthal Landkreis Munchen Germany, Development Finance Institution Latvia, Ministry of Energy Poland, Krakow Metropolis Association Poland, Santa Coloma de Cervelló Town Council Spain, Hospitalet City Council Spain, Ajuntament de Pallejà Spain, Town Hall of Cornellà de Llobregat Spain, Institut Català d'Energia (ICAEN) Spain, Som Mobilitat SCCL Spain, ECOOO Revolution Solar, S.L. Spain, Sant Just Desvern City Council Spain, Catalan Energy Efficiency Cluster Spain.

A range of European initiatives and projects were identified as highly relevant for UP-STAIRS activities. These include - among others - the Energy Communities Repository, eCREW, DECIDE, NRG2peers, RESCOOP, Innovate, Clear2.0, Easy Co.Pro, EuroPace, Cityinvest, Act4Ecom Fiesta, C_Real, Hiross4all, I-Heros, SuperHomes 2030, RenoBooster, Citizenergy project, EPOV, ENGAGER, ChangeMakers'ON, Solar 'power', PARENT, Rhodoshop, SCCALE 203050, LIFE LOOP etc.

4 Definition of the strategy and objectives

4.1 Community Engagement Strategies

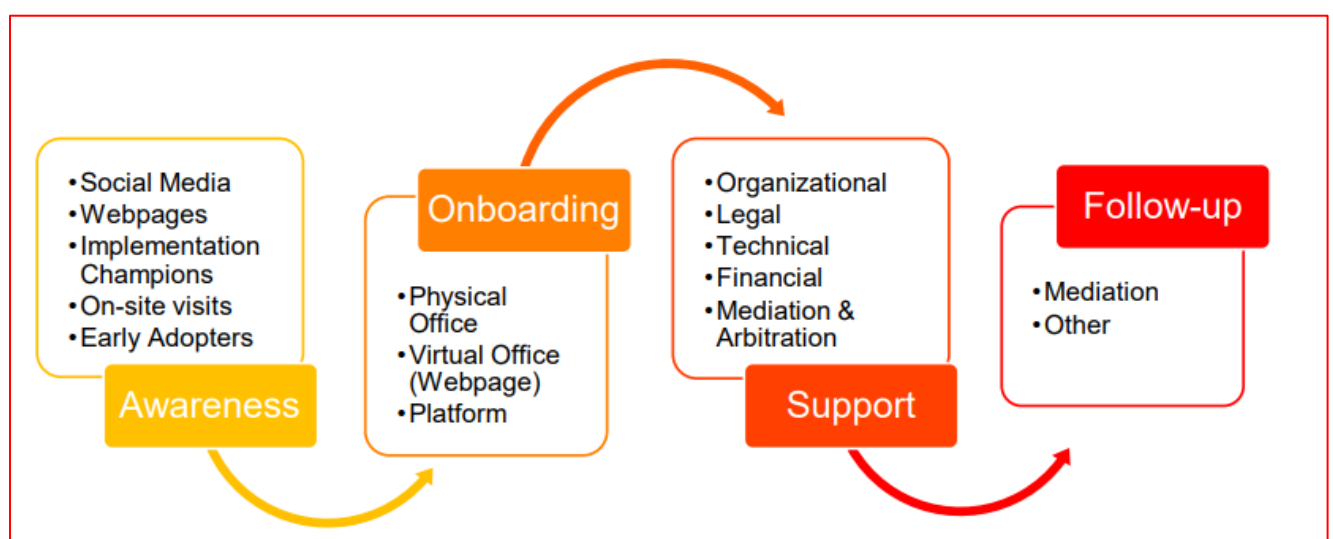
Engagement strategies vary depending on the context and end-users of the different OSS. Nevertheless, the following guiding principles were defined for the community engagement strategies:

- Characterise user-personae depending on target groups, focusing on initiators and driving forces
- Identify replication actors and their role
- Select channels and materials for proper engagement
- Develop planning schedule including engagement actions and activities.
- Ensure monitoring and evaluation

For developing specific communication activities, the following aspects were taken into consideration:

- Be innovative in your methods of engagement with end-users
- Make people feel excited about the OSS so they can and want to be part of it.
- Understand end-users to predict how, where, and when they experience their pain-points to be able to provide them with solutions to their actual needs
- Be transparent to build trust
- Show people the personal benefits they will get by coming to the OSS from the very beginning

The following graph provided some guidance to the OSS establishment:



4.2 Indicators and targets

The successful implementation of the Dissemination and Communication Plan will be measured by the achievement of specific targets for several different indicators.

Indicators and targets

Item	Target group	KPI	When	How	Status 11/2023
Website	all target groups	during project: 30,000 visits to the website	March 21, updated regularly	English website, relevant content available in the digital platform	27,885 page visits
Social Media	all target groups	main social media platforms : LinkedIn & Twitter	March 21, updated regularly	regularly	Examples in Chapter 9
OSS flyer	citizens, municipalities, local/regional/ national authorities in each region EU-level	3,000 flyers per pilot region	as soon as the OSS is set-up	printed & online, in all partner languages	Examples in Chapter 9
UP-STAIRS Training Workshop	local/national authorities in each region	2-3 ICs from each region	as soon as the OSS is set-up	workshops	Done
educational modules for self-training	citizens and other stakeholders	short modules	Nov.21 & Jul23	on the website, webinars	Ready for internal use
conferences	broader external audience: community leaders, national and EU authorities,	3 conferences + final conference	Nov.21- Okt.23	conferences	See Chapter 8.9 and Deliverable 6.8. for details

	social entrepreneurs, NGOs				
external advisory board	partners, external advisory board	3 meetings during the project	Okt.23	the advisory board meetings (conducted by TYN) reports to steering committee	One advisory board meeting was held
scientific publications for policy-makers	policy makers, scientific community, investors, trainers	1 policy paper, 3 peer reviewed papers (scientific publications or journals)	1 paper per academic partner per year	papers in relevant journals, other channels	One scientific paper published, further details in See Chapter 8.9 and Deliverable 6.8

The following Impact Monitoring Table is completed on a quarterly basis each OSS (below the summary data from recent collection process). In addition to the data, the partners also report on the data collection process and calculation methodologies.

Impact Monitoring Table

Parameter	Unit	Value*	Tools to collect data	Methodology of proof of reported figures
People outreached	Number	105,090	see next report for details	see next report for details
People involved/recruited	Number	17,154		
Energy (to be) saved (incl. from behavioural changes)	kWh/ annum	12,181,350		
PV energy (to be) produced	kWh/ annum	169,092,675		
Building area refurbished	m ²	400,128		
PV energy installed	kW	125,094		
Associated investments	Euro	183,254,000		

5 Key communication messages & content

In an interactive process the following key communication messages and content were developed to inform potential actors and stakeholders about the UP-Stairs project and to ensure that the objectives of the project are explained in a simple and understandable way.

To guide the dissemination and communication activities, the following strategic texts were developed:

5.1 UP-STAIRS in 1 sentence

UP-STAIRS accelerates the creation of energy communities by setting up One-Stop-Shops in 5 pilot regions across the EU.

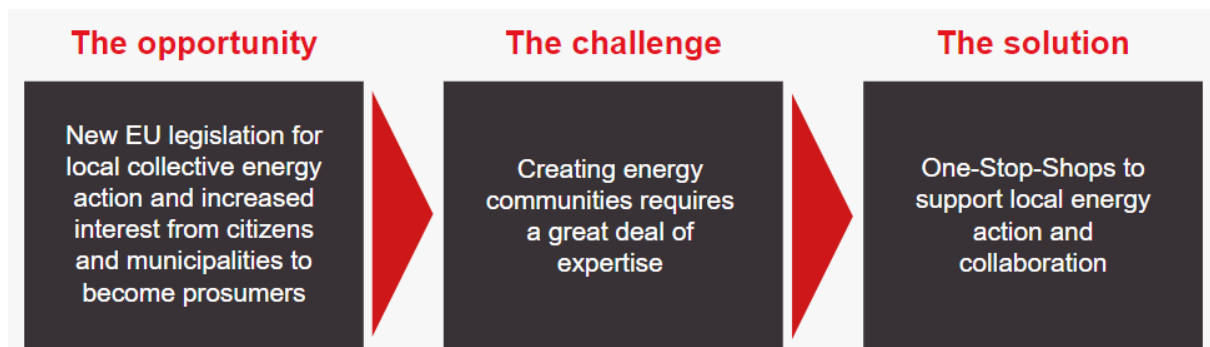
5.2 UP-STAIRS in 1 paragraph

What is UP-STAIRS?

The UP-STAIRS project accelerates the creation of energy communities. It develops flexible and iterative business model frameworks for One-Stop-Shops for local collective actions which support local stakeholders in working together. UP-STAIRS facilitates citizen participation in the energy transition and supports them in becoming prosumers. One-Stop-Shops for energy communities are set-up in 5 pilot regions in Austria, Bulgaria, Germany, Ireland and Spain.

Supported by the project partners, the new partner “Association of Rhodope Municipalities” (ARM) and Sofia Energy Centre (SEC), established the OSS in Rhodope, Bulgaria, at a later project stage. Topics of the new OSS are advice and consultation. Rhodoshop is an OSS for support of investment in energy efficiency (EE) and renewable energy (RE) in public municipal buildings in 11 municipalities from Rhodope region in Bulgaria.

5.3 At a glance: Opportunity – Challenge - Solution



5.4 UP-STAIRS - objectives and impacts

Objectives

- Accelerating the creation of new energy communities in 5 pilot regions
- Supporting citizens and municipalities in becoming prosumers
- Testing new Energy Service model frameworks of One-Stop-Shops for local collective actions which support local stakeholders in working together
- Stimulating replication in other regions throughout the EU.

Impacts

- Setting-up and testing 5 One-Stop-Shops for energy communities and collective local action
- Triggering 66 million Euro in sustainable energy investments / energy-related investments
- Engaging 10,000 consumers in sustainable energy activities



5.5 Targeted messages for specific stakeholder groups

Based on the guiding principles outlined in 4.1, every OSS defined their primary target groups (see Deliverable 2.4) and identified the following personae to guide communication efforts:

City of Cork OSS target groups

Single Person	Co-habiting couple	Married couple with children
• Middle income • Uses a bike, would like an e-car • Social networks, societies • Interest: Reduce Costs • Environmentally conscious • Desire for a low carbon lifestyle • The OSS can provide advice and help	• Use bike and walkways • Social networks, societies • Needs financing • Environmentally conscious • Desire for a low carbon lifestyle • The OSS can provide advice and help	• Use bike, walkways and outdoor activities • Social networks, local shops, participation in local initiatives. • Need financing and advice • Eco-friendly lifestyle for their children. • The OSS can provide advice, point them in the right direction.

Barcelona Metropolitan Area OSS target groups

Ecologist / Anti-capitalist	Independentist	Industrial / real state multifamily building manager
• Middle age • Middle income • Invest in good things • Local shops, socio-cultural associations. • Live in multifamily buildings. • May need to be the driver force of its community. • Environmentally conscious. • The OSS can provide support to convince its neighbours.	• Middle age • Mid-high socioeconomic background • Live in a single-family house in peripheral municipalities • Believe in the independence of energy companies. • Active on social networks and "hipster" events. • Lower consumption and invest in their home. • The OSS can provide confidence on good contractors/providers.	• Middle age, male • Business profile • Conservative • Look at the economical profit. • Interested in solid investment projects. • Need to be informed to represent its clients. • The OSS can provide training, reliable suppliers and possible partners.

Upper Austria OSS target groups

Private households	Municipality	SMEs
• With or without PV • Owners that participate in local initiatives. • Interested in sharing energy with neighbours. • Goals to join forces locally and advance the energy transition. • The OSS can provide support in concrete projects.	• Show that they are active in climate protection. • Showcase the roles of public bodies. • Need to understand and know better about energy communities. • Environmentally conscious. • Social and economic community benefits. • The OSS can provide support in concrete projects.	• Show that they are active in climate protection. • Show commitment to local projects. • Direct contact with staff, customers and suppliers. • Need to understand and know better about energy communities. • Seek local involvement, joint use of RES and providing services themselves. • The OSS can provide support in concrete projects and in developing new services.

Asenovgrad Municipality OSS target groups

Vulnerable people	Young people	People at risk of vulnerability
• Over 50 years • Live in a multifamily pre-fab building, in an owned apartment. • Low income / unemployed. • Try to reduce costs by underconsuming. • Connection with local communities. • Need funding possibilities for EE and RES. • The OSS can provide assistance and support when accessing funding options for SEC for energy savings and RES, support in energy auditing and contractor selection for refurbishment works, monitoring of the works until their completion.	• 18 - 30 years. • Interested in new technological solutions. • Live in a multifamily pre-fab building. • Young professionals with higher education. • Usually with mortgages. • Interested in saving CO₂ emissions. • Active in social media • Need more initiatives to promote sustainability, assistance and legislation to support SEC. • Environmental awareness. • The OSS can provide assistance and support when accessing funding options for SEC for energy savings and RES, support in energy auditing and contractor selection for refurbishment works, monitoring of the works until their completion.	• 30 - 50 years. • Live in a multifamily pre-fab building. • Middle income. • Interested in saving energy to reduce costs by underconsuming. • Social media and local communities networks. • Need assistance and information on funding options (grants/loans) for EE and improve comfort. • The OSS can provide assistance and support when accessing funding options for SEC for energy savings and RES, support in energy auditing and contractor selection for refurbishment works, monitoring of the works until their completion.

Brunnthal Municipality OSS target groups

Homeowner with PV installation	Active in the Municipality	Eco-friendly with PV installation
• 40 - 50 years, male. • Member of a local sports club, friends with neighbours. • New single-family home. • High socioeconomic status. Married, 2 children. • PV for economic and environmental reasons. • Organic products but not exclusively. • Wants to improve its PV self-consumption and share its electricity with neighbours (profit from it) • Wants to join a SEC. • The OSS can connect members in a SEC and be a single point for information on RE.	• 30 - 40 years, male. • Trainer of the youth sports team, volunteer firefighter. • Single-family home. • Born in the municipality. • High socioeconomic status. Girlfriend. • Low environmental awareness. • Active and connected with the municipality. Organizes events. • Not sure RE will be a good fit for his home. • Wants to promote development in the municipality and strengthen the community. • The OSS can connect members in a SEC and make the municipality a blueprint for others.	• 40 - 50 years, female. • Biking, reading, traveling. • Semi-detached house surrounded by other semi-detached houses and single-family homes. • High socioeconomic status. Married, 2 children. • Buys organic products, food from local farms. • PV and battery storage system. • Friends in the neighbourhood. Attends to local activities. • Wants to share electricity excess with neighbours and improve self-consumption. • The OSS can connect members in a SEC.

Based on the respective OSS target groups, the following characteristics for targeted messages were defined based on which communication activities are built:

City of Cork (Ireland):

Common characteristics to highlight between the three target profiles: • High environmental awareness • Bicycle user • Use social media to connect with others
--

Barcelona Metropolitan Area (Spain)

Common characteristics to highlight between the three target profiles: • Middle age (+40) • Interest in PV and economic savings • Investment in private houses and companies
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Upper Austria (Austria)

Common characteristics to highlight between the three target profiles:

- High environmental awareness
- Foster energy transition
- Community benefits

Asenovgrad Municipality (Bulgaria)

Common characteristics to highlight between the three target profiles:

- Reduce costs (energy poverty)
- Multifamily pre-fab building
- Need to build trust

Brunnthal Municipality (Germany)

Common characteristics to highlight between the three target profiles:

- High environmental awareness
- Existing PV installations
- Strong bond with the local community
- Willingness to share energy surpluses

Targeted messages can include the following elements, depending on the target groups and the specific characteristics:

- Stressing environmental/climate benefits:
"Save the planet", "Use clean energy", "Save limited resources", "Fight the climate crisis", "Decrease fossil fuels", "Lead a sustainable lifestyle"
- Stressing economic benefits and better buildings:
"Save energy costs", "increase your living comfort", "live in a more modern building", "create local value"
- Stressing independence and sharing economy:
"Produce your own energy", "share with your neighbours", "be part of a local community"

6 Definition of the graphical identity of the project

A recognisable project identity was developed by the ESV to build a visual brand and ultimately offer a package of templates that will facilitate awareness building throughout the project. This included creating a project logo and an accompanying style guide. These will be consistently used for the project website and all other communication templates, such as PowerPoint, Word, posters, and EC Reports. Templates for Word and PowerPoint have been produced.

Logo #1



Logo #2



Brand guidelines



Template ppt

Click to edit text

Name
Organisation
Email, website

UP-STAIRS Uplifting
Energy Communities.

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 891775

Click to edit title

UP-STAIRS Uplifting
Energy Communities.

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 891775

THANK YOU!

Name
Organisation
Email, website

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 891775

UP-STAIRS Uplifting
Energy Communities.

Template word document

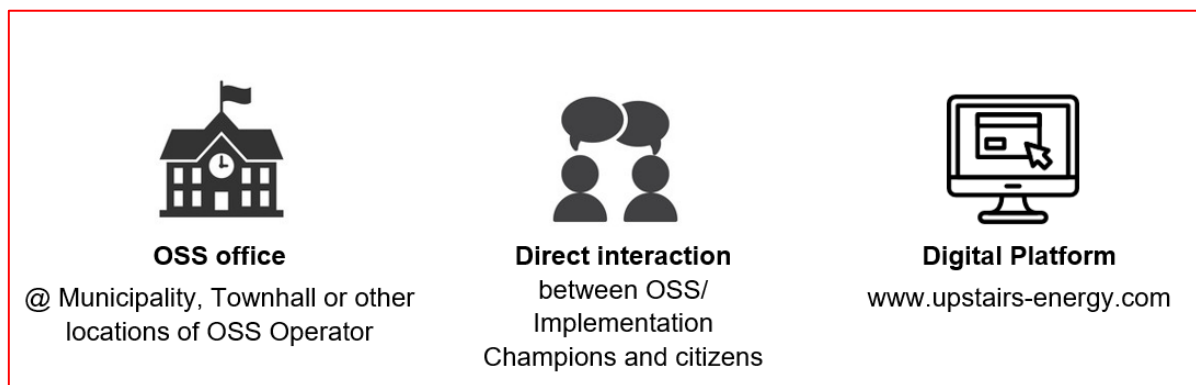
Title Subtitle This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 891775	1. Headline 1 1.1. Headline 2 1.1.1. Headline 3 Text : Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum. Headline 4 2
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7 Digital platform

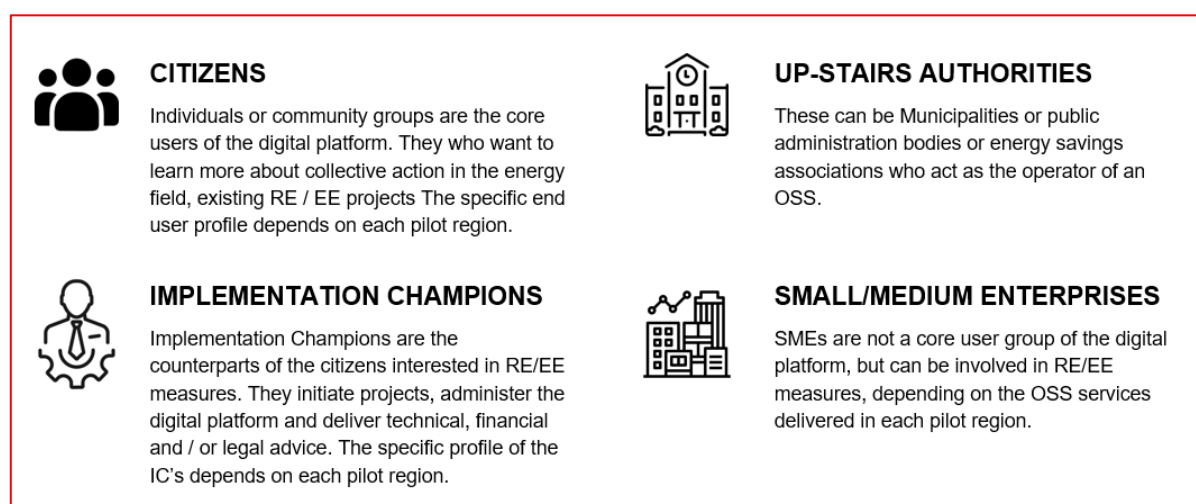
The digital platform is one of the key elements of the UP-STAIRS project's interaction with its target groups.

7.1 Targets and user groups of the UP-STAIRS digital platform

The UP-STAIRS digital platform aims to facilitate the organisation and coordination of collective action. Its objective is to support bringing citizens, municipalities, SMEs, ICs and local and regional authorities together by addressing energy needs at the local and regional level. The digital platform fosters interaction between the members of the collectives and provide peer-to-peer advice.



The UP-STAIRS digital platform is one channel to deliver services and communication of the OSS towards citizens and other persons, companies or institutions involved:



7.2 Creating awareness, engagement and enable collective actions with the digital platform

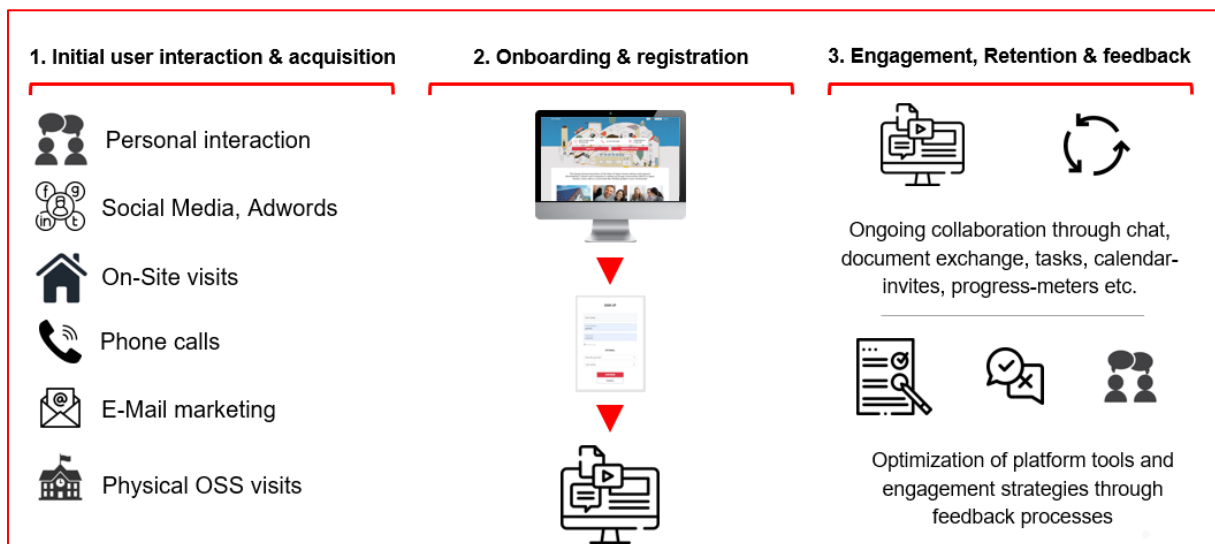
Very often, an underestimated fact is the difficulty to onboard users onto a web-platform initially. Therefore, once realised, it is essential to use the platform tools to continuously engage with the users on the platform.

User engagement relies on several aspects that are faced through the whole process of delivering a service:

- Reaching the users through proper channels and interfaces
- Having a continuous communication with them, with the appropriate language
- Creating value for the users
- Building trust, using transparent procedures, promoting a personal contact
- Having the proper focus on their needs and barriers to access the services offered
- Gathering feedback of users' satisfaction

7.3 The lifecycle – practical implementation

The following lifecycle of user engagement through the UP-STAIRS digital platform was established and is being carried out:



The digital platform can be reached either via a general landing page for all OSS or via pilot specific landing pages:

1. General landing page for all OSSs

The general landing page for all OSSs can be reached at

<http://www.upstairs.energy>

There, a selector is available to forward users towards the Pilot website they want to visit.

This solution should be recognized as the "fall-back" scenario for users who cannot remember the pilot special URL (2.). In online-marketing activities the pilot specific landing page should be used.

2. Pilot specific landing pages

Each Pilot website can also be reached directly

AMB/Spain

<http://www.upstairs.energy/ca-es/amb>

CCC/Ireland

<http://www.upstairs.energy/en-ie/ccc>

ESV/Austria

<http://www.upstairs.energy/de-at/esv>

ASEN/Bulgaria

<http://www.upstairs.energy/bu-bu/asen>

8 Definition, selection and utilisation of communication channels and tools to reach the target audience

The main communication channels include social media, publications, conference presentations, workshops, mailings as well as through stakeholders.

All project partners support dissemination and ensure that stakeholders are engaged throughout the lifetime of the project. Partners' activities may include but are not limited to: sharing content about the project on social media and on each entity's own website and news section, engaging with relevant national and local media and with stakeholders, make use of their own newsletters or mailing lists.

The partners gather actions on a shared file available at Google Drive. In addition, all the partners must proactively share information with ESV about their activities related to the project, such as attendance to conferences, as well as the project's developments and results.

Further information is available in Deliverable Material 6.8.

8.1 Tools and Channels

Different tools and channels are used to disseminate and communicate the activities carried out by UP-STAIRS and its results. Each tool and channel is used appropriately to address different target groups at different stages of the proposal implementation, thereby increasing the efficiency of the Dissemination Plan. The relationship between the tools and channels, and the expected impacts are presented in the table below.

Tools & channels

Channels	Tools	Expected impacts
Printed & online materials	Poster Flyer (different languages) Leaflets, fact sheet, posters Educational modules for self-training (online) 2 Videos (online)	Raise awareness. Reach the citizens and municipalities and get them know the OSS services Engage citizens, municipalities, SMEs and stakeholders Disseminate key findings
Online	Website Social media channels Newsletter	
Events (organised by UP-STAIRS)	Engagement event in each pilot region AB Meetings Workshop/Event	

	Final Conference	
Events (attended by UP-STAIRS)	conferences and other events/meetings	
Publications	Scientific papers	Disseminate key findings Provide guidance to policy makers and other stakeholder

Any dissemination activity and publication in the project, including the project website, will specify that the project has received funding from the European Union's Horizon 2020 programme, as well as displaying the European emblem. The project consortium agreed that Google Drive will be used as a private area restricted to the partners.

Milestones for communication

Milestone number	Milestone title/Mean of verification	WP number	Lead beneficiary
1	Kick off meeting held	1	1 - TYN
11	Project website launched	5	6 - ESV
12	Initial engagement events held in each pilot region	6	6 - ESV
5	Training of Implementation Champions	3	3 - SEC
2	Mid-term review meeting held	1	1 - TYN
3	UP-STAIRS OSS Framework business and financial models developed and tailored to the regions	2	4 - GCN
4	OSSs opened in 5 pilot countries	3	3 - SEC
8	Digital tool to facilitate interaction between non-organised energy consumers ready to deploy	3	4 – GCN
7	Begin Monitoring and Evaluation of OSS Projects	3	3 – SEC
9	Regulatory barriers for collective actions and potential solutions	4	5 - KAPE

	identified and stakeholder engagement held		
13	Final conference	6	6 – IERC/ESV
6	OSS model tested in 5 pilot countries	3	7 – AMB
10	Policy recommendations paper for collective actions prepared	5	5 – KAPE

8.2 Project website

An up-to-date and user-friendly project website was created and is operational from M7 and will be the main information repository of the project.

All partners contribute to the website by providing relevant project information. Traffic to the website will be increased by creating relevant links.

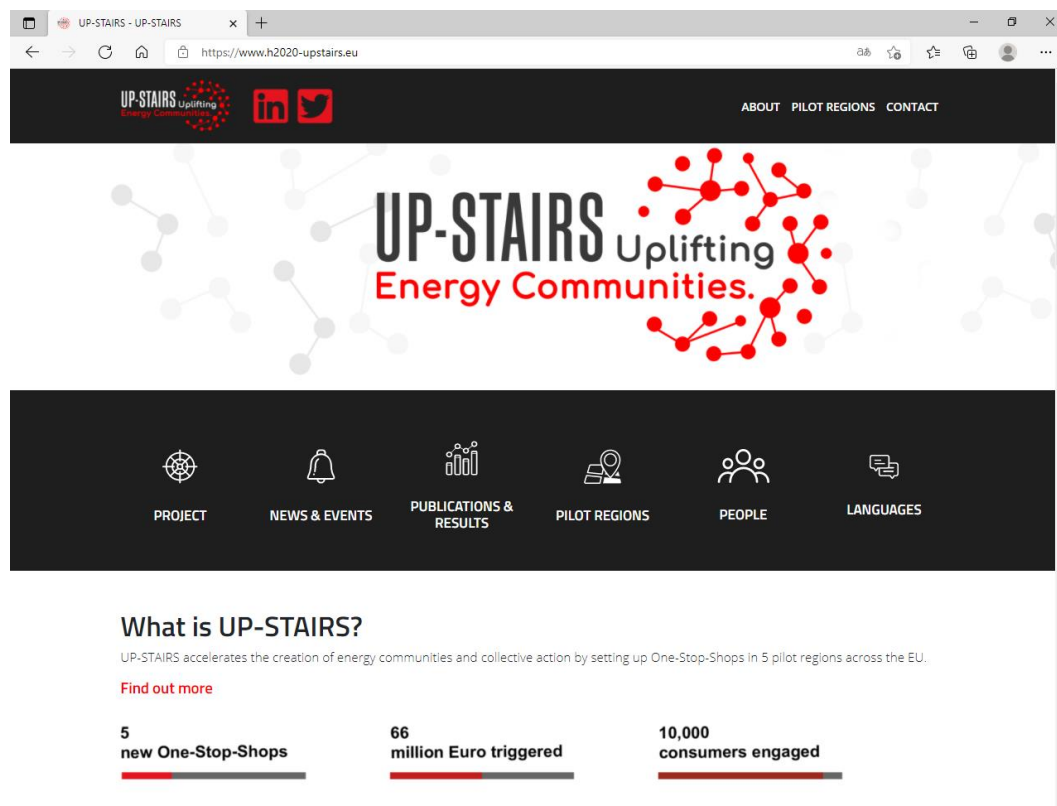
The project website contains:

- Information about the project
- Project news and information on events
- Publications and project results
- Information on the pilot regions
- Description of the OSS
- Details about the project partners
- Materials and events

The project website is managed, maintained and hosted for the duration of the project by ESV.

Domain: <https://www.h2020-upstairs.eu/>

Main page:



Exemplary pages, pilot regions

What is UP-STAIRS?

UP-STAIRS accelerates the creation of energy communities and collective action by setting up One-Stop-Shops in 5 pilot regions across the EU.

[Find out more](#)

5
new One-Stop-Shops

66
million Euro triggered

10,000
consumers engaged

Pilot Regions

5 regions establish One-Stop-Shops for energy communities and collective active action.



Cork City, Ireland

Upper Austria



Barcelona,
Catalonia/Spain

Asenovgrad, Bulgaria



Rhodope Region,
Bulgaria



Choose a region

- City of Cork, Ireland
- Barcelona Metropolitan Area, Catalonia/Spain
- Rhodope Region, Bulgaria
- Region of Upper Austria, Austria
- Municipality of Asenovgrad, Bulgaria

City of Cork, Ireland

- Topic of the OSS: Advice to citizens on energy upgrades to their homes
- City in South-West Ireland and the second largest city in the Republic of Ireland
- Area: 187 km²
- Population: 211,000
- Project partners: Cork City Council (CCC) and University College Cork - National University of Ireland (IERC)

City of Cork OSS – Advice to citizens on energy upgrades to their homes

Cork City Council has established a Home Energy UpGrade Office (HEUGO), that provides advice and support to private citizens on the organisational, administrative, legal, technical and financial aspects necessary to implement energy efficiency measures in combination with renewable energy, targeted at single family and multifamily residential buildings. The services are to be provided by Implementation Champions. The Implementation Champions will directly support citizens by advising and mentoring on the different aspects of energy communities and energy retrofits of their homes. They will deliver advice and consultations both online through the UP-STAIRS digital platform and in person through a physical office located in in Cork City Centre.

- [More Information](#) on the OSS of the City of Cork
- [Digital Platform of City of Cork](#)



Barcelona Metropolitan Area, Catalonia/Spain

- Topic of the OSS: Support service for energy transition and implementation of Energy Communities
- One of the largest metropolitan areas in Europe
- Area: 636 km²
- Population: 3.2 million
- Project partners: Barcelona Metropolitan Area (AMB) and Associació Ecoserveis (ECO)

AMB OSS – A support service for the energy transition: energy communities

In the context of the Up-Stairs project, AMB has developed a model of 36 One-Stop-Shops (OSS), one for each metropolitan municipality, in order to support the creation of energy communities. Public workers are hired by municipalities to drive the energy transition through energy communities. They provide the OSS service as Implementation Champions. Following the preparation process, 3 municipalities have launched their own OSS, providing support for citizens and responding to an average of 30 questions every month.

The AMB OSSs are focused on the creation of energy communities by supporting the installation of renewable energy systems.

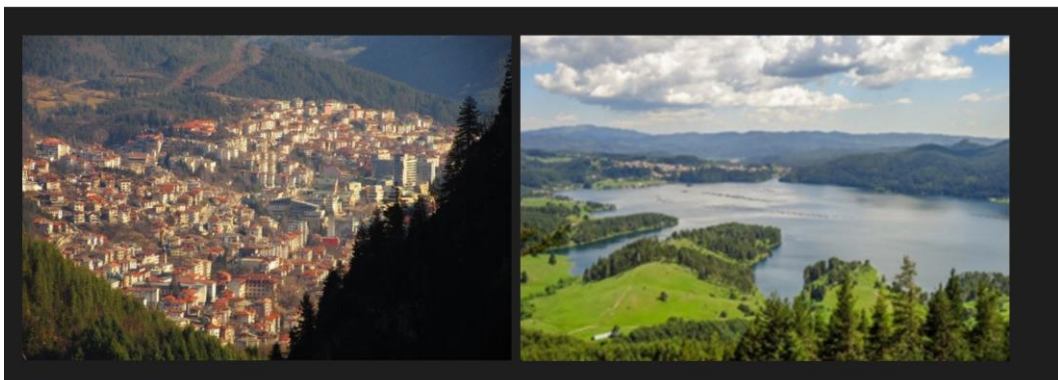
- [More Information](#) on the AMB OSS
- [More Information](#) about the OSS of AMB in Catalan language
- [Digital Platform of Barcelona Metropolitan Area](#) (in Catalan language)



Rhodope Region, Bulgaria

- Topic of the OSS: Advise and consultation in energy efficiency and renewable energy for private residential buildings
- Association of Rhodope Municipalities (ARM) is a non-profit organization consisting of 11 member municipalities (Smolyan, Kardzhali, Banite, Borino, Bratsigovo, Chepelare, Devin, Dospat, Madan, Nedelino, and Rodopi), located in four administrative districts of Bulgaria.
- Area: 4205.23 km²
- Population: 192,271 inhabitants
- Project partners: Association of Rhodope Municipalities (ARM), Sofia Energy Centre (SEC)

Rhodoshop is a OSS for support of investment in energy efficiency (EE) and renewable energy (RE) in public municipal buildings in 11 municipalities from Rhodope region in Bulgaria. ARM Rhodoshop experts have been extensively trained in legal, technical and financial aspects of energy efficiency in buildings within Rhodoshop project, and they gained experience in giving advice and consultations to municipal authorities - owners of public buildings, and supporting investment projects in EE and RE in public municipal buildings and in street lighting systems in the region. As such ARM dispose of infrastructure, experience and human potential for extending the current scope of Rhodoshop OSS activities to citizens and owners of private residential buildings in UP-STAIRS.



Region of Upper Austria, Austria

- Topic of the OSS: Support service for the establishment of Energy Communities
- The most industrial of Austria's nine regions and the country's third largest in population
- Area: 12,000 km²
- Population: 1.5 million
- Project partner: OÖ Energiesparverband (ESV)

Upper Austrian OSS - a support service for the establishment of Renewable Energy Communities

The Renewable Energy Directive enables a new form of sharing economy for the energy transition. Renewable Energy Communities (RECs) are allowed to exchange renewable electricity among its members within geographic proximity without the involvement of an electricity retailer. As this is a new instrument, significant support is needed to overcome the regulatory, technical, financial and economic challenges and harvest the great potential for the energy transition and the involvement of citizens.

In the context of the Up-Stairs project, the OÖ Energiesparverband (ESV), the regional energy agency, developed their OSS as a support service for the establishment of Energy Communities which supports citizens and municipalities in the region of Upper Austria.

After an intense preparation phase, the service was launched in July 2021, in the moment when the Austrian law allowing the establishment of Renewable Energy Communities entered into force. This enabled the ESV to respond to the significant interest in this new instrument with a well-developed service offer. The offer includes advice and support on regulatory, technical, financial and organisational aspects. 8 engagement events for municipalities, citizens and other key stakeholders were held (roundtables, workshops, training courses, partly on-site, partly online.) with a total of 476 participants. To date, over 350 individual advice sessions (on-site, by phone, video meetings) were held. As a special highlight, the ESV also managed to convince the regional government to launch a dedicated financial support programme for RECs.

- [More Information](#) on the Upper Austrian OSS
- [More Information](#) about Renewable Energy Communities in Upper Austria (in German language)
- [Digital Platform of Upper Austria](#) (in German language)



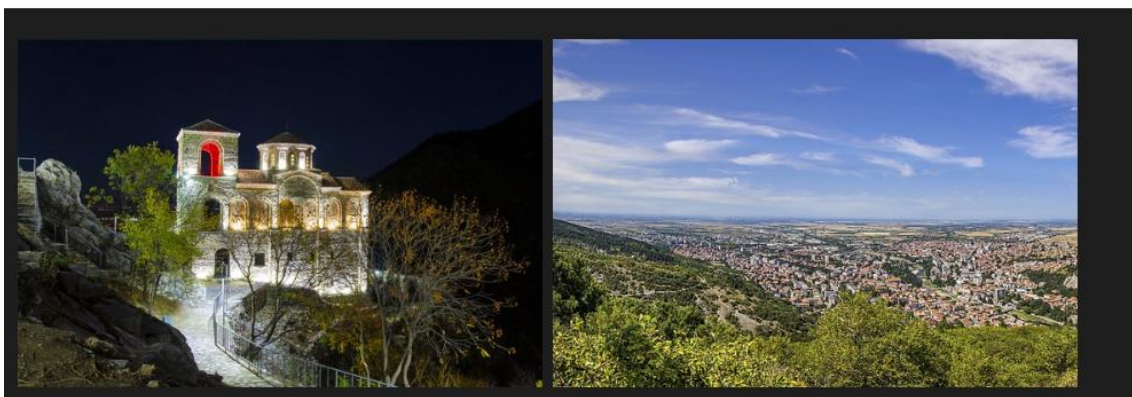
Municipality of Asenovgrad, Bulgaria

- Topic of the OSS: Advice on energy refurbishment and the use of renewables in private households
- City located in the southeast part of the Province of Plovdiv in Bulgaria and signatory of the Covenant of Mayors
- Area: 615 km²
- Population: 60,000
- Project partners: Municipality of Asenovgrad (ASEN) and Sofia Energy Centre (SEC)

ASEN OSS - Advice on energy refurbishment and the use of renewables in private households

The OSS serves to provide advice and support to citizens on organisational, administrative, legal, technical and financial aspects of energy efficiency measures in combination with renewable energy (PV or biomass). The activities are targeted mainly to multi-family residential buildings with many individual homeowners, and aim to support the establishment of citizen energy communities for refurbishing the whole building. The services are to be provided by five Implementation Champions (ICs). These municipal employees will deliver advice and consultations both online through the Up-Stairs digital platform and in-person at physical office premises located in the administrative building of Asenovgrad Municipality.

- [More Information](#) on the ASEN OSS
- [Digital Platform of Asenovgrad](#) (in Bulgarian language)



8.3 Landing page for all OSS and pilot specific landing pages

In addition to the project website, the digital platform can be reached either via the general landing page for all OSS or via pilot specific landing pages.

General landing page for all OSS

UP-STAIRS

Welcome to UP-STAIRS, the EU-funded program to establish "One-stop-shops" helping to set-up Citizen and Renewable Energy Communities

PLEASE SELECT YOUR REGION



AUSTRIA

Regional Energy Agency of Upper Austria

SELECT



IRELAND

Cork City Council

SELECT



BULGARIA

Municipality of Asenovgrad

SELECT



SPAIN

Àrea Metropolitana de Barcelona

SELECT



BULGARIA

Municipalities from the Rhodope Region

SELECT

UP-STAIRS

MON-FRI 9AM-5PM

KIOSK 1, GRAND PARADE
CORK CITY T12 CKV9

ABOUT US
REGISTER FOR FREE

The Sustainable Energy Authority of Ireland supports citizens and communities in setting up Better Energy Communities. Come talk to us today and start your journey to better energy efficiency.

Home Energy UpGrade Office offers guidance to the citizens of Southern Ireland in upgrading their home. Register today to start your journey to better energy efficiency.

ADVANTAGES

WHAT ARE THE ADVANTAGES OF UPGRADING YOUR HOME?

An upgrade to your home can benefit all the residents, not just the billpayer. Carbon emissions are affecting the world we live in. Insulating your home can save energy by preventing heat loss thus reducing demand from the carbon intensive energy production industry.

[more](#)

SUPPORT

WHAT SUPPORT CAN THE HEUGO OFFICE OFFER?

The Home Energy Upgrade Office establishes a physical office for face to face dialogue with our experienced implementation Champions and the local community. They can offer guidance and knowledge to the public on upgrade grants available, energy efficiency, regulations and reputable contacts.

GRANTS AVAILABLE

€8 BILLION EURO IN GRANTS AVAILABLE

There are many energy grants available from the Sustainable Energy Authority of Ireland. For a whole house upgrade to individual works, the avenues to a warmer, more energy efficient home are just a click away. Register with us today to start the journey.

ENERGY COMMUNITY

REGISTER FOR COMMUNAL BENEFITS

A community Energy scheme can offer savings and support to homeowners within close proximity to one another. It can also save construction costs if the project is completed in tandem. Register with us today to get in contact with others in your locality.

I'M INTERESTED IN ADVICE

WE ARE THE HOME ENERGY UPGRADE OFFICE

ABOUT HEUGO

THE IC CONCEPT

GRANTS

WHY REGISTER

ABOUT HEUGO

ABOUT THE HOME ENERGY UPGRADE OFFICE

The HEUGO office is a physical office developed to increase access to information for the community and to accelerate the take-up of home energy upgrades. There is a multitude of information available to homeowners. The HEUGO gives valuable, accessible face to face dialogue between the private homeowner and the Implementation Champions (ICs) on the first step to upgrading the energy efficiency of their home.

HOME ENERGY UPGRADE OFFICE

Kiosk 1, Grand Parade
Cork City T12 CKV9

Office hours
Monday through Friday 9am-5pm

www.corkcity.ie
heugo@corkcity.ie

WHAT IS UP-STAIRS?

Accelerate the uptake and transition to energy efficiency

Upstairs is an EU funded Horizon 2020 program to establish a sustainable local transition to energy efficiency using energy communities. The residential sector in Ireland is responsible for about a quarter of energy related CO2 emissions.

[Learn more about the Project UP-STAIRS and the team](#)

Register, join the Community and get help and advice

REGISTER NOW

YOUR ACCOUNT

DISCOVER

UP-STAIRS

FOLLOW US

Sign up

About us

The UP-STAIRS team

Facebook

Log in

What do we offer?

News

Twitter

Contact us

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EN EN GB

[A BUILT](#)

[РЕГИСТРАЦИЯ](#)

UP-STAIRS

⌚ 07.00 ч.
до 17.00 ч.

☎ +359-889750422

📍 ПЛ „АКАДЕМИК НИКОЛАЙ ХАЙТОВ“ 9
4230 ЦЕНТРЪР, АСЕНОВГРАД

ЗА НАС

БЕЗПЛАТНА РЕГИСТРАЦИЯ

Община Асеновград дава на своите граждани съвети и помощ как да формират енергийни общности с цел прилагане на мерки за енергийна ефективност и възобновяема енергия, финансирани от различни източници, включително Националната програма за енергийна ефективност на многофамилни жилищни сгради.

ПРЕДИМСТВО

Събира на едно място знания и информация, за да подпомогне гражданите в процеса на прилагане на мерки за енергийна ефективност в цялата страна от инвестирането през финансирането до прилагането на мерките; Осигурява безплатна организационни, технически, правни и финансови съвети на гражданите; Проследява резултатите от прилагането на мерките;

КОЙ МОЖЕ ДА СЕ ВЪЗПОЛЗВА?

Всички жители на Община Асеновград, собственици на апартаменти в многофамилни жилищни сгради;
Те ще бъдат съветвани какво, кога и как да направят, за да получат финансиране на мерките за енергийна ефективност за цялата сграда.

КАК РАБОТИ?

Всеки заинтересован може бесплатно да се регистрира на сайта и да бъде съветван през целия процес на кандидатстване.
Освен това, има открита приемня в административната сграда на общината, която гражданите могат да посетят и да говорят с общностните експерти по проект UPSTAIRS, и да получат съвет какви стъпки да предприемат.

ИНТЕРЕСУВАМ СЕ ОТ СЪВЕТА

ДОБРЕ ДОШЛИ В ОЕГ
АСЕНОВГРАД

КАКВО ПРЕСТАВЛЯВА ЗВЕНТО ЗА ОЕГ
АСЕНОВГРАД

КОЙ СА ЕКСПЕРТИТЕ В ЗВЕНТО

КАКВО ПРАВЯТ ЕКСПЕРТИТЕ В ЗВЕНТО

КАКВО ПРЕСТАВЛЯВА ЗВЕНТО ЗА ОБСЛУЖВАНЕ НА ЕДНО ГИШЕ
АСЕНОВГРАД

Звенто е създадено от Община Асеновград, за да подпомага гражданите в техните усилия за въвеждане на мерки за енергийна ефективност и БЕМ в сградите. Ролът му е да дава съвети и информация за това как да се организира и да получи финансиране предвид раздробеността собствености в многофамилните жилищни сгради, които поставя предизвикателства преди постигането на съгласие между собствениците.

ОБЩИНА АСЕНОВГРАД

пл. "Академик Николай Хаитов" 9
4230 Център, Асеновград

Работно време

от 08.00 ч. до 17.00 ч.

☎ +359-889750422

🌐 www.asenograd.bg

WHAT IS UP-STAIRS?

UPSTAIRS e проект за създаване на звено за обслужване на едно гише с цел подпомагане създаването на енергийни общности на гражданите за прилагане на мерки за енергийна ефективност и възобновяема енергия в жилищни сгради в Европа. Проектът е финансиран по Програма Хоризонт 2020 на Европейския съюз.

[Learn more about the Project UP-STAIRS and the team](#)

Регистрирай се, за да получиш съвет и информация

РЕГИСТРАЦИЯ

ВАШИЯТ АКАUNT

НАУЧИ ПОЧЕКЕ

UP-STAIRS

САДАВИ ИИ

Регистрация

За нас

Какъв ли UP-STAIRS

Facebook Twitter Instagram

Вход

Како предлагаме?

Новина

За контакт

Преподписание

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UP-STAIRS

БЕЛГАРЕГИСТРАЦИЯ

	ZLATKA NIKOLOVA		+359-888558194		ZLATKA.NIKOLOVA@MAIL.BG
	KRSTIMIRA KUBINSKA		+359-89991212		K.KUBINSKA.RHODOSHOP@GMAIL.COM
	ALEKSANDAR KARADZHOV		+359-877877802		ALEX.KARADZHOV@HOTMAIL.COM
	SOFKA ASENOVA		+359-889657927		SOFYYYY@ABV.BG

ЗА НАС

БЕЗПЛАТНА РЕГИСТРАЦИЯ

Асоциация на Родопските общини (АРО) чрез звено Родошоп предлага на гражданите от региона съвети и помощ как да създадат енергийни общности с цел прилагане на мерки за енергийна ефективност и възобновяема енергия, финансирани от различни източници, включително и от „Националната програма за енергийна ефективност на многофамилни жилищни сгради“.

ПРЕДИМСТВА

Събира на едно място знания и информация, за да подпомогне гражданите в процеса на прилагане на мерки за енергийна ефективност в цялата сграда от инициирането през финансирането до прилагането на мерките;

Осигурява безплатни организационни, технически, правни и финансови съвети на граждани;

КОЙ МОЖЕ ДА СЕ ВЪЗПОЛЗВА?

Всички граждани от Родопския регион, собственици на апартаменти в многофамилни жилищни сгради.

Те ще бъдат съветвани какво, кога и как да направят, за да получат финансиране на мерките за енергийна ефективност за цялата сграда.

КАК РАБОТИ?

Всеки заинтересован:

- може безплатно да се регистрира на сайта и да бъде съветван през целия процес на кандидатстване;
- може да изпрати имейл до посочените по-долу адреси - с въпросите, по които желае да бъде консулиран по време на подготовката на проекта и/или в процеса на неговото изпълнение:
zlatka.nikolova@mail.bg
k.kubinska.rhodoshop@gmail.com
alex.karadzhovalr@hotmail.com
sofyyyy@abv.bg
- може да ни намери във Фейсбук на следния линк: <https://www.facebook.com/profile.php?id=1000939016691341>
- може да ни намери в Твитър: https://twitter.com/rhodoshop_ARM

ИНТЕРЕС/ВАМ СЕ ОТЪСВЕТ

WELCOME TO RHODOSHOP

КАКВО ПРЕДСТАВЛЯВА ЗВЕНОТО РОДОШОП

КОИ СА ЕКСПЕРТИТЕ В ЗВЕНОТО?

ПОЛИЗИ ОТ РЕГИСТРАЦИЯТА

КАКВО ПРЕДАСТАВЛЯВА ЗВЕНОТО РОДОШОП

Звеното е създадено от АРО, за да подпомогне гражданите в техните усилия за внедряване на мерки за енергийна ефективност и ВЕА в сградите. Ролята му е да дава съвети и информация за това как да се организира и да получи финансиране предвид раздробената собственост в многофамилни жилищни сгради, която поставя предизвикателства пред постигането на съгласие между собствениците.

WHAT IS UP-STAIRS?

UPSTAIRS е проект за създаване на звено за обслужване на едно гъще с цел подпомагане създаването на енергийни общности на граждани за прилагане на мерки за енергийна ефективност и възобновяема енергия в жилищни сгради в Европа. Проектът е финансиран по Програма Хоризонт 2020 на Европейския съюз.

[Learn more about the Project UP-STAIRS and the team](#)

Регистрирай се, за да получиш съвет и информация

РЕГИСТРАЦИЯ

ВАШИЯТ АКАУНТ

НАУЧНИ ПОТВЕЖ

UP-STAIRS

СЛЕДВАЙ НИ

Регистрация

За нас

Експерт на UP-STAIRS

Facebook

Вход

Какво предлагаме?

Новости

Twitter

За контакт

Присъедини

Instagram

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8.4 Social media

The project has a social media presence on Twitter/X and LinkedIn (https://twitter.com/UpStairs_h2020 and <https://www.linkedin.com/company/up-stairs-uplifting-energy-communities/>) to ensure wider dissemination to different age groups and target audiences.

After some preparations, Twitter/X and LinkedIn accounts were established and content related to UP-STAIRS postings started at the beginning of M7. Project partner ESEB is in charge of the social media activities, supported by ESV, all partners are providing input.

Social media accounts and exemplary posts:

Twitter/X:



LinkedIn:




UP-STAIRS Uplifting Energy Communities

Baugewerbe

UP-STAIRS is an EU-funded project aimed at accelerating the creation of energy communities in 5 pilot regions of the EU.

[Folgen](#)

Über uns

The UP-STAIRS project accelerates the creation of energy communities. It develops flexible and iterative business model frameworks for One-Stop-Shops for local collective actions which support local stakeholders in working together. UP-STAIRS facilitates citizen participation in the energy transition and supports them in becoming prosumers. One-Stop-Shops are set-up in 5 pilot regions in Austria, Bulgaria, Germany, Ireland and Spain.

Objectives of the project:

- Accelerating the creation of energy communities and collective action in 5 pilot regions
- Supporting citizens and municipalities in becoming prosumers
- Testing new energy service model frameworks of One-Stop-Shops which support local stakeholders in working together
- Stimulating replication in other regions throughout the EU


UP-STAIRS Uplifting Energy Communities
346 Follower:innen
1 Woche •

As a part of "RE-energising Europe - Sharing Ideas and Knowledge", the UP-STAIRS project held its final conference on 24th and 25th October. The two-day event, organised by seven EU-funded projects, was focused on bringing di ... mehr anzeigen

[Übersetzung anzeigen](#)




1 direkt geteilter Beitrag


UP-STAIRS Uplifting Energy Communities hat dies geteilt
3 Monate •

Ekubirojs
1.317 Follower:innen
3 Monate •

Join us at "RE-energising Europe - Sharing Ideas and Knowledge"!

Discover the future of energy in Europe at this two-day event organ ... mehr anzeigen

[Übersetzung anzeigen](#)



October 24-25, 2023
Atelier 29, Brussels (Belgium)

1 Kommentar • 1 direkt geteilter Beitrag

[Gefällt mir](#) [Kommentar](#) [Teilen](#) [Senden](#)


UP-STAIRS Uplifting Energy Communities
346 Follower:innen
7 Monate •

What are #sustainable #energycommunities? Learn about energy communities and how the UP-STAIRS Uplifting Energy Communities project helps communities to cut their #CO2emissions: <https://lnkd.in/d/ahpMn>

#RECs #Renewables #climatechange #2020EE IERC - Internationa ... mehr anzeigen

[Übersetzung anzeigen](#)

7

[Gefällt mir](#) [Kommentar](#) [Teilen](#) [Senden](#)

Gehören Sie zu den Ersten, die dies kommentieren


UP-STAIRS Uplifting Energy Communities
346 Follower:innen
1 Monat •

UP-STAIRS Uplifting Energy Communities was selected to hold a workshop in the context of the "Covenant of Mayors Investment Forum – Energy Efficiency Finance Market Place", a key event organised by the European Commission! ... mehr anzeigen

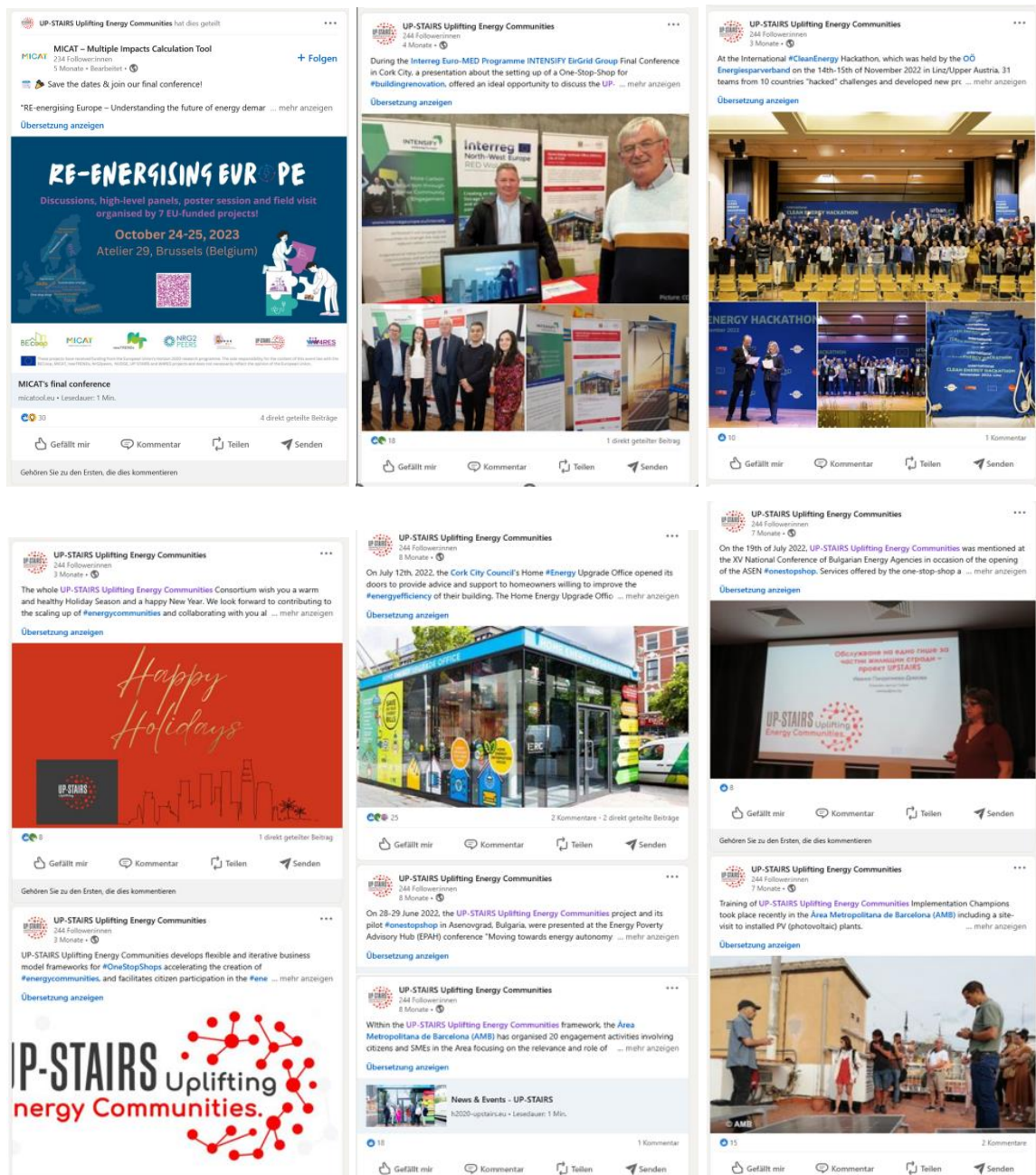
[Übersetzung anzeigen](#)

COVENANT OF MAYORS INVESTMENT FORUM • ENERGY EFFICIENCY FINANCE MARKETPLACE

25 October 2023




1 direkt geteilter Beitrag

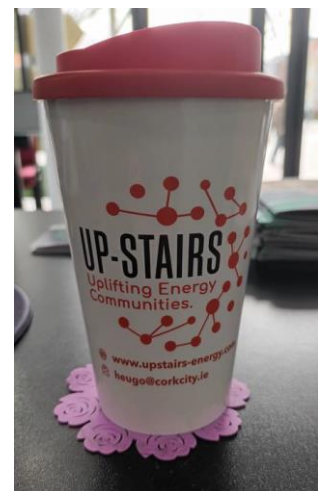


8.5 Printed material/Online Material

A leaflet and a fact sheet were developed for distribution to partner networks and at conferences, exhibitions and other events. Posters and OSS flyers were prepared and disseminated.

Educational modules for self-training are under preparation to disseminate the key findings in a practical format to be useful for citizens and potential stakeholders of collective actions (M15/35). These short modules will target potential stakeholders to self-train on how to develop and cocreate collective actions in their community.

All relevant materials are included in Deliverable D6.8 below some examples are showcased:



Project folders



THE OPPORTUNITY
New EU legislation for local collective energy action and increased interest from citizens and municipalities to become prosumers.

THE CHALLENGE
Creating energy communities requires a great deal of expertise.

THE SOLUTION
One-Stop-Shops to support local energy action and collaboration.

www.h2020-upstairs.eu

PILOT REGIONS
5 pilot regions establish One-Stop-Shops that provide support for collective local action and the creation of energy communities, thus enabling greater citizen participation in the energy transition.



City of Cork, Ireland



Barcelona Metropolitan Area, Catalonia/Spain



Municipality of Brunnthal, Germany



Region of Upper Austria, Austria



Municipality of Asenovgrad, Bulgaria

The project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 892037



FOLLOW US
UP-STAIRS Uplifting Energy Communities
UpStairs_h2020

UP-STAIRS Uplifting Energy Communities www.h2020-upstairs.eu



The project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 892037



FOLLOW US
UP-STAIRS Uplifting Energy Communities
UpStairs_h2020

UP-STAIRS Uplifting Energy Communities www.h2020-upstairs.eu



The project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 892037



THE OPPORTUNITY
New EU legislation for local collective energy action and increased interest from citizens and municipalities to become prosumers.

THE CHALLENGE
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THE SOLUTION
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www.h2020-upstairs.eu

PILOT REGIONS
5 pilot regions establish One-Stop-Shops that provide support for collective local action and the creation of energy communities, thus enabling greater citizen participation in the energy transition.



City of Cork, Ireland



Barcelona Metropolitan Area, Catalonia/Spain



Rhodope Region, Bulgaria



Region of Upper Austria, Austria



Municipality of Asenovgrad, Bulgaria

The project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 892037




Община Асеновград

Проект „UP-lifting Communities: Structuring collective Action of Sustainable local Transition and Identifying Regulatory Solutions for adopting frontier technologies and disruptive business models (UP-STAIRS)”

Звено за обслужване на едно гише Асеновград



Проектът е получил финансиране от Програма за изследвания и иновации Хоризонт 2020 на Европейския съюз с договор № 892037

Energiegemeinschaften in Oberösterreich
Beratung und Unterstützung des ÖÖ Energiesparverbands

Die neuen Energiegemeinschaften bieten interessante Möglichkeiten, die Erzeugung, Verteilung und den Verbrauch erneuerbarer Energie lokal zu organisieren und zu gestalten. Das H2020 Projekt Up-Stairs unterstützt und begleitet die Entstehung und den Betrieb dieser Energiegemeinschaften. In 5 Pilotregionen (Oberösterreich, Bulgarien, Deutschland, Irland und Spanien) stehen „One-Stop-Shops“ zur Verfügung. Der Energiesparverband arbeitet in diesem Projekt mit 9 Partnern aus europäischen Ländern zusammen.

One-Stop-Shops: 5 Investitionen: 68 Mio. Euro Verbraucherbeteiligung: 12.000

Die „Erneuerbaren Energiegemeinschaften“ (EEGs) bieten neue Möglichkeiten in Richtung 100 % lokaler erneuerbarer Energieversorgung. In diesen Energiegemeinschaften ist es möglich, erneuerbaren Strom gemeinsam zu erzeugen, zu speichern und zu nutzen. BürgerInnen, Gemeinden und KMUs können sich lokal zusammenschließen und mit dieser neuen Form der „Sharing Economy“ die Energiewende gemeinsam vorantreiben.

Der Energiesparverband des Landes Oberösterreich ist die Anlaufstelle für Energiegemeinschaften in Oberösterreich. Als „One-Stop-Shop“ berät und unterstützt er Projekte zu diesem Thema und bietet Information rund um technische, rechtliche, organisatorische und ökonomische Fragen. Das Unterstützungsangebot steht für alle vier Phasen einer Energiegemeinschaft (Vorbereitung, Konkretisierung, Errichtung und Betrieb) kostenlos zur Verfügung.



ÖÖ Energiesparverband
Was:
Beratung für Privatpersonen, KMUs und Gemeinden zum Thema Energiegemeinschaften
Wo:
• ÖÖ Energiesparverband, Landstraße 45, 4020 Linz
• +43-732-7720-14380
• www.energiesparverband.at/upstairs und UP-STAIRS digital platform
Öffnungszeiten:
Montag bis Donnerstag von 08.00 - 16.30, Freitag von 08.00 - 12.00

www.h2020-upstairs.eu Upstairs-H2020

Dieses Projekt wurde im Rahmen des Horizon 2020 Forschungs- und Innovationsprogramms der Europäischen Union im Rahmen des Projektes Nr. 950372 gefördert.

GREENCOM KAPE ENEC ERCC ENEC ENEC ENEC ENEC ENEC ENEC

Home Energy UpGrade Office (HEUGO), City of Cork
Advice to citizens on energy upgrades to their homes

UP-STAIRS, a pan-European project, that aims to create more energy communities by giving people the practical tools, business models and concepts to do so. Cork is one of five European cities to be chosen for this pilot programme of one-stop-shops. Led in Ireland by the International Energy Research Centre (IERC) part of Tyndall National Institute, with the support of Cork City Council, the programme will also run in Germany, Austria, Spain and Bulgaria.

5 new One-Stop-Shops 68 million Euro triggered 10,000 consumers engaged

In Cork, the pilot service is available at Cork City Council's new Home Energy Upgrade Office (HEUGO) kiosk on Grand Parade in Cork where citizens will be supported through advice and mentoring on the different aspects of energy communities and energy retrofits of their homes.



Cork City Council's new Home Energy Upgrade Office (HEUGO)
What:
Advice to citizens on energy upgrades to their homes
Where:
• physical office: Grand Parade Street, Cork City
• UP-STAIRS digital platform
Opening times:
Monday - Friday from 09.00 - 17.00

www.h2020-upstairs.eu Upstairs-H2020

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 950372.

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Poster disseminated at the international conference WSED (2022 & 2023):

UP-STAIRS Uplifting
Energy Communities.

5 new One-Stop-Shops 68 million Euro triggered 10,000 consumers engaged

What is UP-STAIRS?
The H2020 project UP-STAIRS accelerates the creation of energy communities and collective action by setting up One-Stop-Shops in 5 pilot regions across the EU.

THE OPPORTUNITY	THE CHALLENGE	THE SOLUTION
New EU legislation for local collective energy action and increased interest from citizens and municipalities to become prosumers	Creating energy communities requires a great deal of expertise	One-Stop-Shops to support local energy action and collaboration

PILOT REGIONS

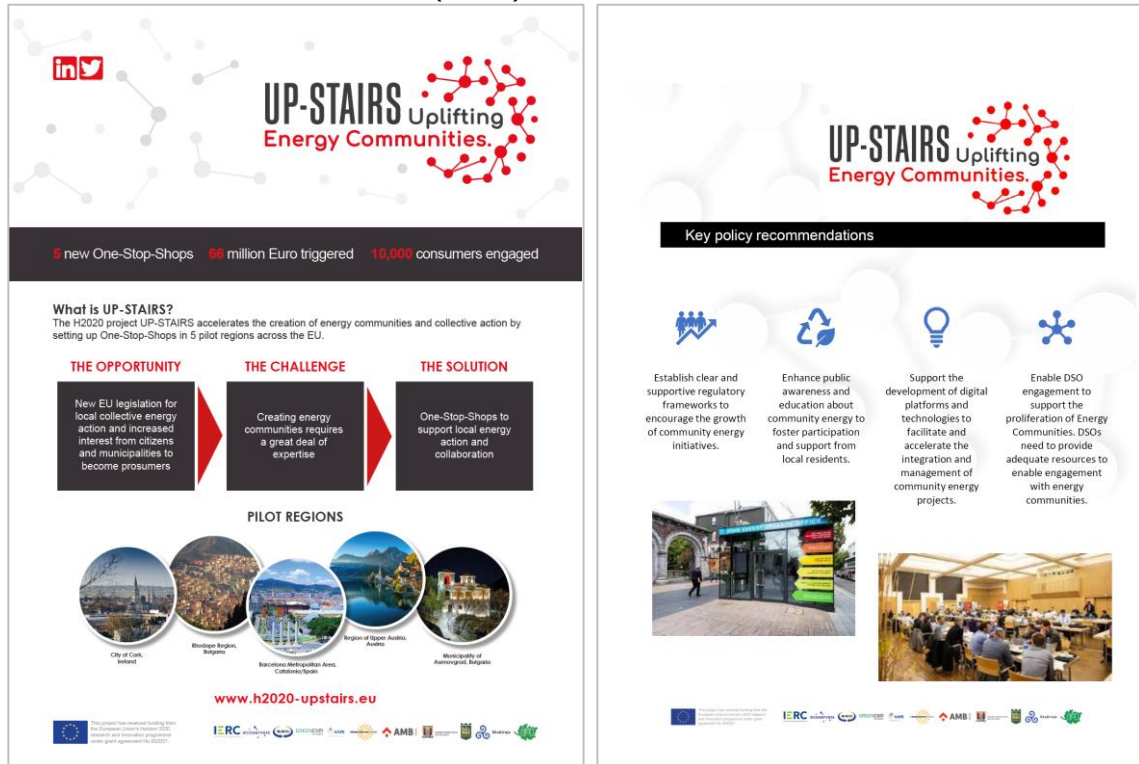


www.h2020-upstairs.eu

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 950372.

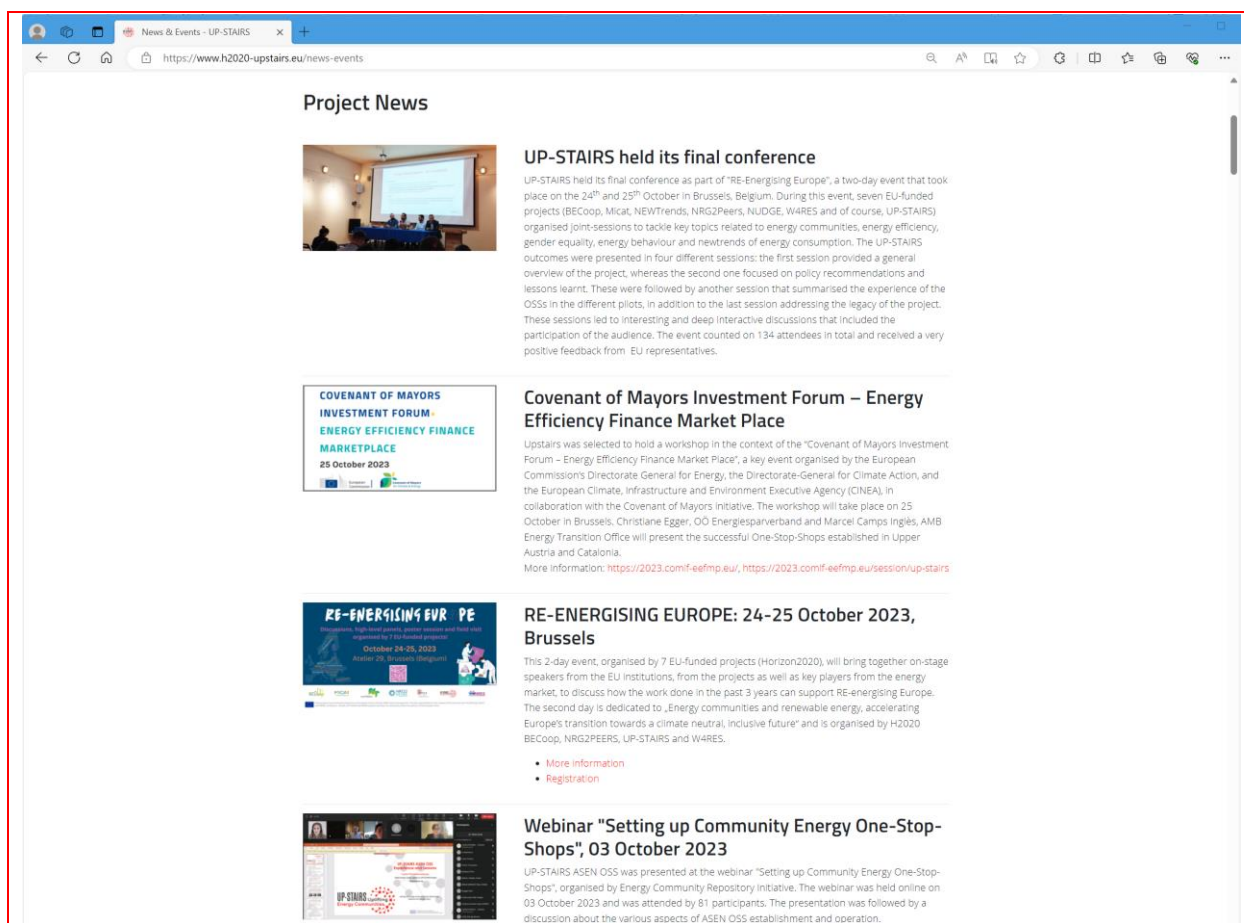
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Poster at the Final Conference (2023):



8.6 Newsletter

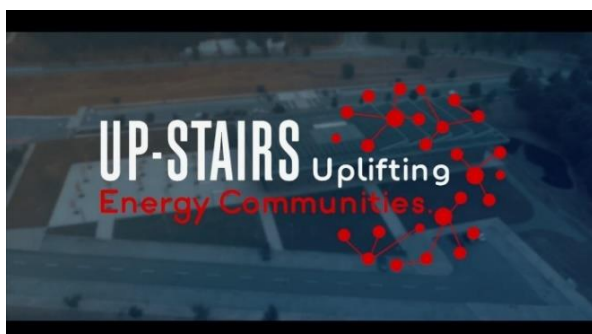
At the website there is a news section available with project updates, announcements and other information related to UP-STAIRS.

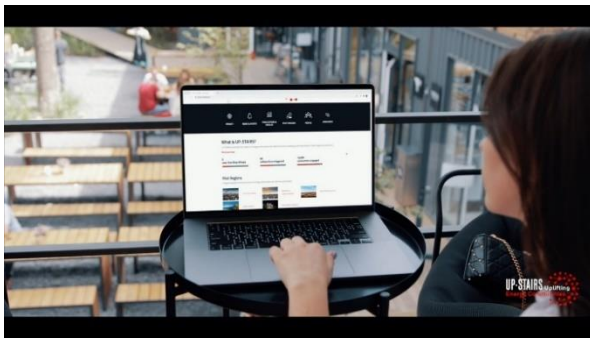


8.7 Videos

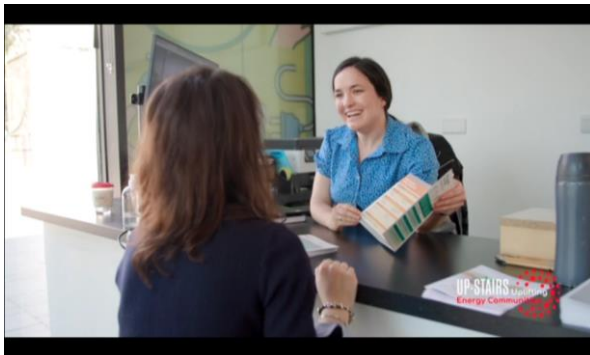
The work programme foresees the creation of two videos. The first UP-STAIRS video to engage target audience was produced (IERC) in Month 7 and a second was produced to share results of the project and to inform about Energy Communities presenting the example of the City of Cork OSS.

Impressions from the first video, which is also uploaded on the website:
<https://www.h2020-upstairs.eu/fileadmin/UP-STAIRS/Publications/Video-UpStairs.mp4>





Impressions from the second video, which is also uploaded on the website:
www.h2020-upstairs.eu/fileadmin/UP-STAIRS/Publications/ierc_upstairs_-_2023.mp4



8.8 Scientific journals

The work programme foresees also the communication of results via the publication of peer reviewed papers. The paper "A review and mapping exercise of energy community regulatory challenges in European member states based on a survey of collective energy actors" was published in ELSEVIER (Renewable and Sustainable Energy Reviews 172 (2023) 113055).



Contents lists available at ScienceDirect

Renewable and Sustainable Energy Reviews

journal homepage: www.elsevier.com/locate/rser



A review and mapping exercise of energy community regulatory challenges in European member states based on a survey of collective energy actors

Mazaher Haji Bashi^{a,*,1}, Luciano De Tommasi^a, Andreea Le Cam^a, Lorena Sánchez Relaño^a, Padraig Lyons^{a,*}, Joana Mundó^b, Ivanka Pandelieva-Dimova^c, Henrik Schapp^d, Karolina Loth-Babut^e, Christiane Egger^f, Marcel Camps^g, Brian Cassidy^h, Georgi Angelovⁱ, Charlotte Eloise Stancioff^j

In addition, the collaborative briefing “Are renewable energy communities a vehicle to mitigate the energy crisis and lift people out of energy poverty?” with the UP-STAIRS sister project was developed (March 2023). This briefing was prepared by 10 EU-funded projects working on the topics of energy communities and/or energy poverty.



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How can RECs be a solution to tackle energy poverty and energy injustices?	17
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8.9 Participation in external conferences and organising a final project conference; distribution of end user material

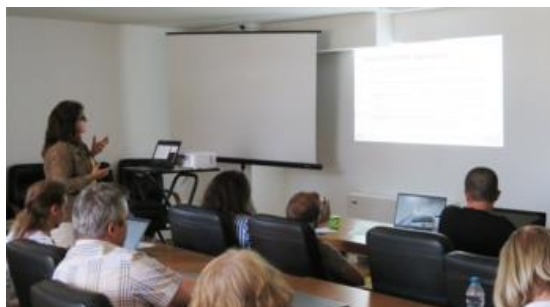
The project partners participate in relevant events, conferences, workshops and other events to raise awareness about the project objectives and results and to boost the dissemination of project outputs as well as create opportunities from cross-sectoral and regional innovation. These events provide access to target audiences at local, national, European, and international level. UP-STAIRS partners shared information mostly via presentations, but also through posters and distribution of flyers.

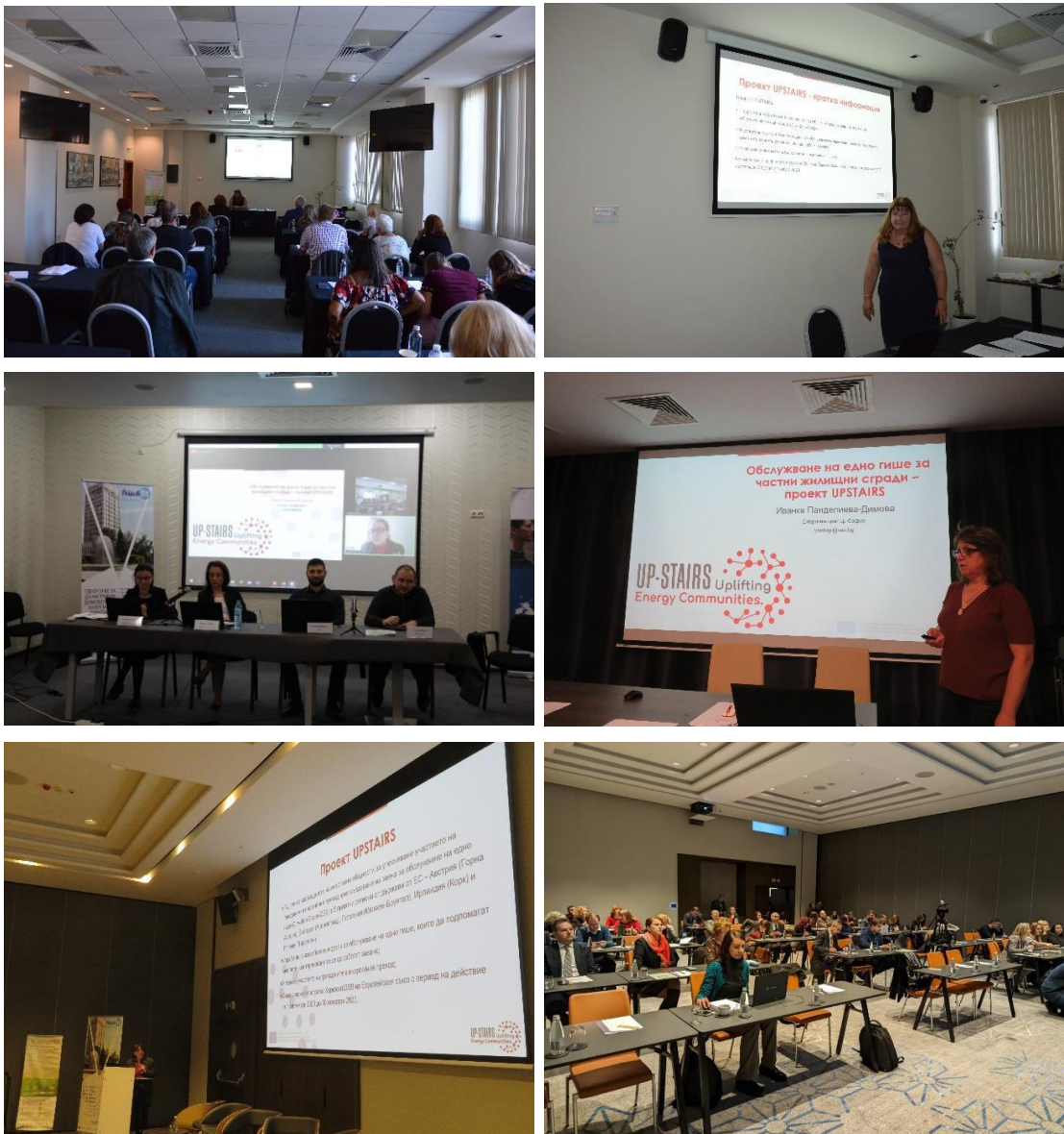
Among others, UP-STAIRS partners actively participated in the following conferences with presentations:

- "RE-Energising Europe"; 24-25.10.2023, Brussels (Final Conference, IERC, all partners)
- Covenant of Mayors Investment Forum – Energy Efficiency Finance Market Place; 25.10.2023, Brussels (ESV, AMB, Ecoservais)
- Setting up Community Energy One-Stop-Shops; 3.10.2023, online (ASEN)
- Energy Poverty Advisory Hub (EPAH); 19.-20.09.2023, Warsaw (KAPE, SEC, IERC)
- Supergen Energy Networks Conference; 7.9.2023, London (IERC)
- Energy Transition and the Role of Energy Agencies and Centres in Bulgaria; 06.-07.07.2023, Panagyurishte, Bulgaria (SEC)
- EUSEW 2023; 20.06.2023, Brussels (ESV)
- Annual Meeting of the Chamber of Installation Specialists; 17.06.2023, Bulgaria (SEC)
- One Stop Shops for Enabling Energy Communities; 31.05.2023, Cork City (CCC, IERC)
- Setting up One Stop Shops; 27.04.2023, online (ASEN)
- European Energy Efficiency Conference (WSED); 02-03.03.2023, Wels, Austria (ESV)
- XVI National Conference of Association of Bulgarian Energy Agencies, 29-30.11.2022, Sofia, Bulgaria (SEC)
- XV National Conference of Association of Bulgarian Energy Agencies, 18-19.07.2022 Bourgas, Bulgaria (SEC)
- Energy Poverty Advisory Hub (EPAH) CONFERENCE, 28-29.06.2022, Zagreb, Croatia (SEC)
- XV National Conference of the Association of Energy Agencies: 30.11.2022, Sofia (SEC)
- XIV National Conference of the Association of the Bulgarian Energy Agencies, 29-30.11.2022, Velingrad, Bulgaria (SEC)
- Interreg Intensify Final Conference; 09-10.11.2022, Cork, Ireland (CCC)
- Thermomodernization Forum organized by the Association of Energy Auditors; 05.10.2022, Warsaw (KAPE)

- XV National Conference of Bulgarian Energy Agencies; 19.07.2022 (SEC, OSS ASEN)
- Workshop Fast Track on Energy Communities; 29.09.2021, Rome, Italy (ALL)
- EU Energy Poverty Advisory Hub session in the framework of Training of Energy Mentors event, 03.09.2021, Borovets, Bulgaria (SEC)

A detailed list of these and further events is included in Deliverable 6.8.





At the end of the project, a final conference was organised where the partners presented its outcomes, IERC took charge of its organisation.

UP-STAIRS held its final conference as part of "RE-Energising Europe", a two-day event that took place on the 24th and 25th October in Brussels, Belgium. During this event, seven EU-funded projects (BECoop, Micat, NEWTrends, NRG2Peers, NUDGE, W4RES and of course, UP-STAIRS) organised joint-sessions to tackle key topics related to energy communities, energy efficiency, gender equality, energy behaviour and new trends of energy consumption.

The UP-STAIRS outcomes were presented in four different sessions: the first session provided a general overview of the project, whereas the second one focused on policy recommendations and lessons learnt. These were followed by another session that

summarised the experience of the OSSs in the different pilots, in addition to the last session addressing the legacy of the project.

These sessions led to interesting and deep interactive discussions that included the participation of the audience. The event counted on 134 attendees in total and received a very positive feedback from EU representatives.



Upstairs was selected to hold a workshop in the context of the “Covenant of Mayors Investment Forum – Energy Efficiency Finance Market Place”, a key event organised by the European Commission’s Directorate General for Energy, the Directorate-General for Climate Action, and the European Climate, Infrastructure and Environment Executive Agency (CINEA), in collaboration with the Covenant of Mayors initiative.

The workshop took place on 25th October in Brussels. Christiane Egger, OÖ Energiesparverband, and Paco Jofra, Ecoserveis, presented the successful One-Stop-Shops established in Upper Austria and Catalonia.