POTEnT
Interreg Europe

European Union
European Regional
Development Fund

POTEnT
Public Organisations Transform Energy Transition

REGIONAL ACTION PLAN

Ayuntamiento de
Pamplona

Iruñeko
Udala

Index

INTRODUCTION

Reducing greenhouse gases emissions implies important challenges such us the need to reduce our dependence on fossil fuels and the European Union's commitment to a new energy model based on increasing the generation of renewable energies, energy saving and efficiency, and the participation of citizens as prosumers (producer and consumer). All this challenges have become more urgent with the Covid pandemic crisis, which has shown even more clearly the limits of the environment while an economic recovery is necessary taking into account the social aspects of it, as well as the crisis with the war in Ukraine, which generate an additional energy crisis worldwide. In relation to the energy policy, a Just Energy Transition is seek.

Public Authorities are key players in this transition and can make a different in the achievements of these goals. Thus, these challenges make it mandatory for Pamplona City Council to promote the reduction of energy demand, as well as the generation of renewable energy both on its own buildings as well as in private buildings.

The commitment of our city with the emission reduction targets lead to the recent approval of an Energy Transition and Climate Change Strategy 2030 of Pamplona (ETyCC as its acronym in Spanish) which is part of the cities' Urban Agenda 2030 (Estrategia 2030- Agenda Urbana de Pamplona), which will facilitate the integration of the energy targets with other sectors (housing, social policy, environmental policy, mobility etc.).

In order to achieve the different objectives set up in the above mentioned strategies the Municipality implements and participates in different projects including, among others, the Interreg Europe project POTEnT – Public Organizations Transform Energy Transition[1] where cities and regions from 8 different European countries address a key challenge: how to achieve more carbon reduction by harnessing the potential of direct and local action by citizens and communities. **This Action Plan is the result of the work carried out in the last three years and is based on the interregional learning and the good practices from our POTEnT partners**.

With this Action Plan, Pamplona aims to improve the local energy policy, and concretely addresses the ERDF OP 2021-2027 of Navarra (Specific Objective 2.1 Promoting energy efficiency and reducing greenhouse gas emissions).

[1] https://interregeurope.eu/potent

PART I – GENERAL INFORMATION

Project: POTEnT - Public Organisations Transform Energy Transition (PGI06011)

Partner organisation(s) concerned: Pamplona City Council (3 PP)

Country: Spain

NUTS2 region: ES22 Comunidad Foral de Navarra

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PART II – POLICY CONTEXT

The Action Plan aims to impact:

- ☒ Investment for Growth and Jobs programme
- ☐ European Territorial Cooperation programme
- ☐ Other regional development policy instrument

Name of the policy instrument(s) addressed: Navarra ERDF 2021-2027 Operational Programme. PO2: Greener, low-carbon transitioning towards a net zero carbon economy and resilient Europe (*Prioridad 2.A Transición verde. (OP 2. Una Europa más verde, baja en carbono, en transición hacia una economía con cero emisiones netas de carbono y resiliente, promoviendo una transición energética limpia y equitativa, la inversión verde y azul, la economía circular, la mitigación y adaptación al cambio climático, la prevención y gestión de riesgos y la movilidad urbana sostenible*)

Further details on the policy context and the way the action plan should contribute to improve the policy instruments:

This POTEnT Action Plan of Pamplona addresses the new ROP-ERDF 2021-2027, which is currently under consultation with the different departments of the Government of Navarra and other key stakeholders. During phase 1 of the project, Pamplona City Council is followed the development of the new policy instrument by attending meetings with the Management Authority (Government of Navarre).

This Action Plan will address Priority 2.A of the ROP-ERDF 2021-2027 of Navarra, and concretely Specific Objectives 2.1 Promoting energy efficiency and reducing greenhouse gas emissions and 2.2 Promoting renewable energy in accordance with Directive (EU) 2018/2001, including the sustainability criteria set out therein .

The two Actions included in this Action Plan (Energy Communities and One Stop Shops for Energy Information) are strongly related to the two Specific Objectives indicated above. In fact, one of the main aspects addressed by the proposed One Stop Shop is the energy retrofitting of buildings, and the proposed model of Energy Communities imply their development around PV panels for self-consumption installed by the City Council in public building.

PART III – DETAILS OF THE ACTIONS ENVISAGED

ACTION 1: DEVELOP THE FIRST ENERGY COMMUNITY PROMOTED BY THE CITY COUNCIL AND LAY THE FOUNDATION FOR ITS REPLICABILITY.

1. RELEVANCE TO THE PROJECT

1. **Relevance to the project** *(please describe how this action derives from the project and in particular from the interregional exchange of experience. Where does the inspiration for this action come from?)*

During the first year of POTEnT project partners worked on the development of a register of Good Practices, including mainly Good Practices from the partner organizations, but also from their stakeholders' groups or external organizations. After analysing the 60 Good Practices included in the register, Pamplona got inspired by the different Good Practices related to the Energy Communities, as a new way to foster Energy Transition beyond technical solutions, and participated in the several online study visit sessions related to them.

The Good Practices that inspired this Action are:

- 2.4. Green Energy Community Bologna (proposed by PP2 Parma Municipality): Pamplona learnt from this GP at an online study visit organized on 27th May 2021. The interesting aspects of this Good Practice are the business models analysed, the work carried out with the energy agencies for the development of the projects and the Italian electricity sector regulations. With technical differences in the adaptation of the parameters of collective self-consumption, it is the option most similar to Spanish legislation (supplies from the same CT and in Spain the same CT or less than 500m; in Italy it has a fixed rate with a competitive price).

  The confluence in the 4-dimensional energy community is very interesting: Legal, Technological, Social and Policy-related.
- It presents several examples of energy communities to be implemented with differences according to their scope in:
    - Consumer: without implementation with consumption monitoring.

- Prosumer: PV implementation, heat pump, EV recharging with consumption and production monitoring.
- Advanced Prosumer: PV implementation, heat pump accumulation system, EV recharging with monitoring and control of consumption and production.
- Industrial Prosumer same as Advanced Prosumer at industrial level (higher power).

Exponential curve to determine investment costs in photovoltaic installations based on their size or power.

- 6.4. Cooperative Solar Plants (by PP6 Energy Agency for Southeast Sweden): Pamplona learnt from this GP at an online study visit organized on 17th November 2021. Community Energy has a long tradition in Sweden with energy cooperatives from early 1900's. Around 2000 there was an increased interest for buying shares in wind power cooperatives and today many new Solar-PVs are owned by citizens together. Energy companies owned by the municipalities are common in Sweden (as district heating managers, grid owners, etc...). In Sweden there is a long tradition in energy cooperatives and neighbourhood groups for the creation of heat networks and others, in contrast to Spain, where the trend in recent years has been to individualize the services that have been managed and exploited by large private companies.

  The most interesting aspect of this GP is how private funding is mobilized (investment from cooperatives). The energy companies act as catalysts and assure quality enabling larger scale solar plants.

  Citizens involvement in the energy transition is also an interesting aspect. In Sweden there are no differences between energy cooperatives and Energy Communities. The initiatives including contracts for the leasing of spaces and roofs (which in the case of Sweden are private contracts, and in Spain it could affect the law of public contracts) are of special interest with regard to the promotion of Energy Communities in Pamplona. It is the case also for the management of community actions and the cost of Energy for each CE participant (in the case of Pamplona, a price ordinance may have to be developed).
- 8.2. Community energy cooperative (by PP8 Ettlingen Municipal Services Agency): Pamplona learnt from this GP at an online study visit organized on 17th September 2021. In

this case citizens can participate financially in the expansion of renewable energies and profit from the benefits of the investments. The use of public spaces (such as rooftops of municipal buildings) to facilitate private and citizen investment is key in this model. Different entities and organizations (cooperatives, associations…) are developed with few legal complications in order to be able to make community investments. It is important the role of public utilities as a tool for energy transition and community investment. The Smart vision is taken into account in the development of energy services, which are key to some of the activities of energy companies. Different actors are part of the governance mode, including in the definition of communities.

BrgerEnergie is an example of an EC where a maximum and minimum number of shares that each partner can have is defined (minimum 1 share of € 100 and maximum 200 shares, €20,000). Unlike Spain, the State ensures a fixed purchase price for all the energy generated (all facilities are for sale). The financial situation is very positive and with a large increase in members because a large part of the administrative work is done voluntarily.

The differences on the legislation on self-consumption between Germany and Spain makes it difficult to transfer good practices and projects directly, and adaptation to the local context is needed to transfer these type of Good Practices.

- 1.5. Bretagne Énergies Citoyennes and OnCIMè (by PP1 - LP ALOEN – Energy and climate local agency of South Brittany): Pamplona learnt from this GP at an online study visit organized on 9th February 2021. It is based on the development of renewable energy projects allowing citizens to finance them, like projects developed in partnership with the City of Lorient: Citizens buy solar panels and own them collectively through a citizen company, who rents them to the City of Lorient, that installed them on the roof of the Lorient Town Hall.

2. NATURE OF THE ACTION

2. **Nature of the action** (*please describe precisely the content of action 1. What are the specific activities to be implemented?*)

The aim of this Action is to develop the first Energy Community promoted by the City Council and lay the foundation for its replicability.

The Energy Community pilot proposed under this Action will be implemented in the district of Mendillorri (Pamplona), around PV panels installed above the roof of a public school by the City Council for self-consumption. Initially the energy produced will be shared among three public buildings: the school (25%), a civic centre (46%) and a sports centre (27%), and another 2% has been assigned to a lighting power supply. Subsequently, self-consumer citizens will join the Citizen Energy Community (CEC) and for that, the City Council will work with the relevant stakeholders and the potential members of the Energy Community (i.e. citizens living in Mendillorri district), offering them specific training with the aim of increasing their skills in the area of energy communities. This training may be one of the services provided by the One-stop-shop on energy (see Action 2).

So, once the Energy Community is established, the electricity will be used by the Energy Community. In order to be able to implement this Action (in Phase 2 of POTEnT project), during Phase 1 the City Council worked on the legal aspects related to this change in the use of the energy produced in public buildings (the full study is provided in Annex 1).

Concerning the establishment of the Energy Community the main activities that will be carried out under this Action include:

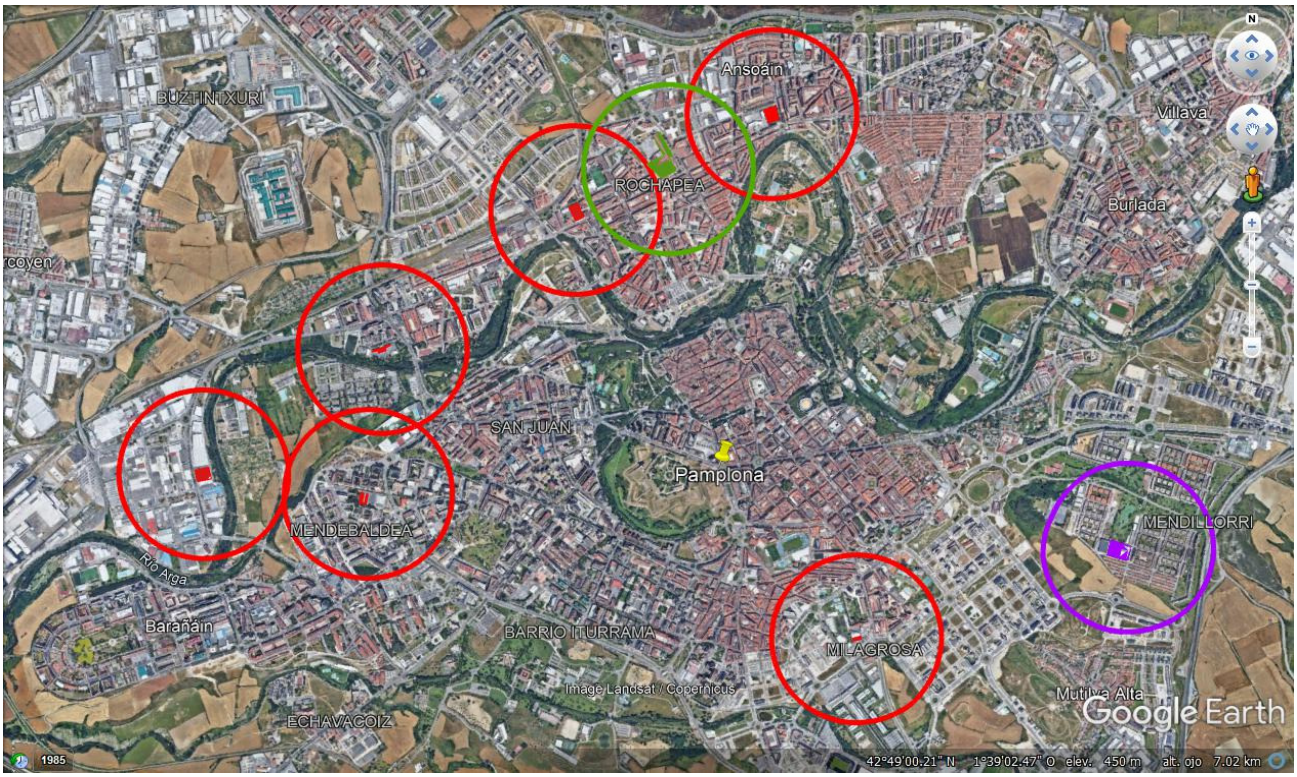
- Phase 1. Installation of PV panels in public a building (Mendillorri primary school). In terms of primary energy savings, it is expected that the renewable energy generation will be of 1,3 GWh/year. This phase has been inspired by the Good Practice 6.4. Cooperative Solar Plants by our POTEnT partner Energy Agency for Southeast Sweden.
- Phase 2 Development of a participatory process in order to engage citizens, with the support of the local POTEnT stakeholders (Education, Citizen Participation and Youth Area of the Pamplona City Council; Municipal energy agency of Pamplona; Government of Navarra and NASUVINSA):

- Phase 2.1: Design the framework of the process in which the limits, work plan, relationships, agents, schedule, etc. are defined. Inspired by the Good Practice 2.4. Green Energy Community Bologna, particularly the confluence of 4-dimensional aspects.
- Phase 2.2: Launch: Make the process known to the Mendillorri neighbourhood, reaching stakeholders, key agents and sectors that could be key in this process. We took into account the ideas put forward in the Good Practice 1.5. Bretagne Énergies Citoyennes and OnCIMè.
- Phase 2.3: Development of the Energy Community:
  - Training of the neighbourhood in the related issues and in the needs identified throughout the beginning of this process.
  - Setting-up of a Steering Group made up of Mendillorri agents and municipal technicians from different Areas of the Pamplona City Council.
  - Formally and legally form the future energy community or rethink the objectives.
- Phase 2.4: Consolidation. Inspired by all the Good Practices related to this subject, and particularly by the EC BrgerEnergie of the GP 8.2. Community energy cooperative (by PP8 Ettlingen Municipal Services Agency), a maximum and minimum number of shares/partners will be defined in relation to the PV installation, and in relation to that we will:
  - Take legal decisions;
  - Establish formal commitments;
  - Governance: decide how decisions will be made;
  - Decide who will be part of the follow-up of the project.
- Phase 2.5: Final assessment. Monitoring, and assessment of strengths and weaknesses.

- Phase 3: Replication to other districts and neighborhoods: Firstly the use of public spaces (such as rooftops of municipal buildings) to facilitate private and citizen investment is an important element for the development of this Action, like in the example of Good Practice 8.2. Community energy cooperative. With the experience gained in the implementation of

this Action (CEC in Mendillorri district) Pamplona will be able to further support citizen-led initiatives and create new ones. Thus, Pamplona is already pathing the way to promote several CEC around the city; in this sense technical projects are been drafted to install PV panels for self-consumption in the following municipal buildings:

- CENTRO DE FORMACIÓN LANDABEN 200kWp
- C.P. SAN JORGE 200kWp
- CENTRO JOSE MARIA IRIBARREN 200kWp
- PATXI LARRAINZAR I.P. 200kWp
- POLIDEPORTIVO ARROSADIA 100kWp
- VIVIENDAS GRUPO SAN PEDRO + EDIFICIO IWER 700kWp
- APARCAMIENTO CARDENAL ILUNDAIN 700kWp



Map of Pamplona, indicating public buildings where the installation of PV panels for self-consumption is envisaged (purple: Mendillorri district for the 1st CE and green: Rochapea district, for the 2nd CE).

- Supportive activities: In order to boost the replicability of the pilot, besides promoting the CECs of Mendillorri with PV installed in public buildings, the City Council will also work on the following activities:

- Promote self-consumption in residential buildings (including collective self-consumption in apartment buildings) and industrial sector. This will be done through subsidies, technical advice and awareness raising campaigns (this is closely related to Action 2- One Stop Shops). The City Council provides subsidies for self-consumption to private owners. So far, only individual family-houses have requested these subsidies. However, in Pamplona the majority of the buildings are apartment buildings, and therefore in order to get a greater impact the aim is to foster PV installations for collective self-consumption. With these subsides (up to 50% from the City Council, and compatible with fiscal reduction measures from the regional government and other national and EU subsidies) significant investments in sustainable energy are triggered.
- Further develop self-consumption in municipal facilities, both in existing buildings and new infrastructures (e.g. in covered playgrounds, which are more visible for the citizens, supporting also the awareness raising aspect).

The Navarra 2021-2027 ERDF ROP focuses on Specific Objective 2.1 Promoting energy efficiency and reducing greenhouse gas emissions, including an action (2.1.01) on "Public buildings with improved energy performance" (RCO 19). Among other measures the draft ROP indicates measures to "support the diversification of energy sources". In this sense, Pamplona, taking into account the interregional learning of POTEnT, is working with the Management Authority to include specifically the support to local authorities of the region to install PV panels with the aim to foster the creation of Energy Communities around them.

In addition, Pamplona aims to share the outcomes of this pilot action with the regional government and with the rest of the local administrations in the region (through the Federation of Municipalities of Navarra – FNMC) with the aim of facilitating further replication of this experience.

3. STAKEHOLDERS INVOLVED

3. **Stakeholders involved** *(please indicate the organisations in the region who are involved in the implementation of the action1 and explain their role)*

Coordination between public actors may be a key aspect to the success of these developments, and therefore the following are considered as key stakeholders for this Action:

- Pamplona City Council:
  - the Energy Unit (AEMPA), its main task is to lead the implementation of the Action.
  - the Participation Service will have a key role on the development of energy communities, in particular on the work to be carried out to mobilize potential members of the CEC and guiding them in the participation sessions with the citizens and traders.
  - the Environmental Education Unit will also be involved to support the implementation of this Action, by organizing different awareness raising campaigns, in particular with the schools.
- Government of Navarra (Energy Transition and Housing services): support to analyse the functioning of collective self-consumption and the correct implementation by electricity distribution companies. Learning for the creation of CECs throughout the region of Navarra.
- NASUVINSA: regional public company working in the fields of housing, infrastructure and spatial planning. They have repeatedly expressed their interest in assisting in the dissemination and creation of CEC; they also have extensive experience in sectors beyond collective self-consumption that will serve to broaden the target activities of the CEC.
- Replication partners, with the aim of spreading the model to other municipalities in the region:
  - CENER (National Renewable Energy Centre), technical assistance for new renewable energy projects. They also have extensive experience in sectors beyond collective self-consumption that will serve to broaden the target activities of the CEC.

- Red NELS: a regional network of municipalities working on sustainability issues.
- FNMC: Federation gathering all the municipalities and local councils in the region.
- Pamplona is being a leading player in the region so Municipalities in the region are asking for advice.

These actors will work on different tools for the management of the energy community and will define the operating models of the EC (search for investors to promote EC projects, reach out to neighbourhood citizens, and define as clearly as possible the participatory process…).

4. TIMEFRAME

1. **Timeframe** (*please specify the timing envisaged for action 1*)

The timeframe previewed for the Action implementation are:

- Phase 1. PV installation. December 2021
- Phase 2 Development of a participatory process:
  - Phase 2.1: Design of the process: October 2021
  - Phase 2.2: Launch: November 2021
  - Phase 2.3: Development of the Energy Community: February-May 2022
  - Phase 2.4: Consolidation: June 2022
  - Phase 2.5: Final assessment: July 2022
- Phase 3: Replication to other districts and neighbourhoods: Over second semester of 2022 and 2023.

5. INDICATIVE COSTS

2. **Indicative Costs** *(please estimate the costs related to the implementation of action 1)*

The cost for the development of this action is estimated in around 144.000 euros, and includes costs for the City Council for the EC of Mendillorri, but also to set the conditions for its replicability:

- Subsidies for installing PV panels in private buildings: 40.000€ per year. With a maximum allocation of €2,000 for individual self-consumption installations and €4,000 for collective self-consumption, which would allow 15 individual or 8 collective installations to be subsidised. This will allow for replication of the model to the private sector.
- Subcontracting:
  - Investments in Municipal PV installations: 77.576,94 €. Costs of the materials of the installation and all its components, including the monitoring and legalisation.
  - Dissemination and awareness raising: initially 3.146€. Posters and mailing of information throughout the neighbourhood. Advertising in local newspapers and radio stations has not been initially considered.
  - Assistance to manage public participation: 18.150€. Legal advice is foreseen to guide the participatory process within the possibilities offered by the legal framework of Navarre.
  - Development of engineering projects: 15.000€. For the design of several installations from which to replicate this process in different neighbourhoods of the city.

In addition, the human resources needed (estimative working time by civil servants of the municipality) are estimated as follows:

- Energy Agency: 300h
- Urban Strategy unit: 250h
- Civil participation unit: 200h

6. INDICATIVE FUNDING SOURCES

3. **Indicative funding sources** *(please describe how action 1 will be financed. Is it through the policy instrument(s) indicated in part II):*

The following funding sources have been identified for the implementation of this Action:

- Own resources (municipal budget)
- Next Generation EU (in Spain Plan de Recuperación, Transformación y Resiliencia) for Investment in own PV installation
- Ongoing EU grants and projects: for part of the human resources dedicated by the Energy Agency and Urban Strategy Unit
    - Pamplona: Local Energy Communities fostering Energy Positive Districts (EUCF)
    - H2020 oPEN Lab, for replication in the district of Rochapea
- Navarra ERDF ROP 2021-2027: this policy instrument is currently in a draft version, but the two actions that it includes are fully aligned with the POTEnT RAP. Discussions with the MA are ongoing.
- Other possible EU grants and projects:
    - LIFE project on Energy Communities

ACTION 2: ONE STOP SHOP FOR ENERGY INFORMATION

1. RELEVANCE TO THE PROJECT

1. **Relevance to the project** *(please describe how this action derives from the project and in particular from the interregional exchange of experience. Where does the inspiration for this action come from?*)

Another interesting item identified by Pamplona City Council among the Good Practices shared by the POTEnT partners was the One-stop-shops for energy, as they facilitate communication with the citizens and mobilising private investment for buildings' energy retrofitting and renewables, addressing fuel poverty etc., and thus supporting and accelerating the Energy Transition. Thus representatives from Pamplona City Council and some members of its stakeholder group participated in the several online study visit sessions related to this topic.

The Good Practices that inspired this Action are:

- 1.2 The one-stop Space info habitat (by PP1 - LP ALOEN – Energy and climate local agency of South Brittany): Pamplona learnt from this GP at an online study visit organized on 21 April 2021. To provide free and neutral support to residents wishing to renovate, buy, build or rent a home. A personalized support system is offered to them. Organization in 4 structures:
    - Implementation of the local housing policy,
    - Technical advice, support in changing energy uses for individuals and companies: renewable energies, energy savings and energy transition:
    - Compatibility of their new or refurbished project with town planning regulations
    - Provide a personalised, objective and free answer in all areas of housing (taxation, financial studies, co-ownership, contracts, etc.).

  The EIH is financed by public funds on one hand and by the Energy Saving Contracts on the other hand.

  Close relations between the heating engineers (development of technical sheets, etc.); and also between social workers on fuel poverty.

- 8.4: Energie Agentur (by PP8 Ettlingen Municipal Services Agency): Pamplona learnt from this GP at an online study visit organized on 17 September 2021. Working with citizens. It is a very good example on how to work with and engage stakeholders and citizens.

  - 2.6 - FEASIBLE – Fostering. Sustainable Living cities (by PP2 Parma Municipality): Pamplona learnt from this GP at an online study visit organized on the POTEnT 1st Thematic Event organized in Pamplona on 26-27 November 2019. The most interesting aspects that inspired Pamplona include: Self-financing of the offices created with a business model to make them economically viable (e.g. with regional/national/EU funding; through the Energy Services and assessment provided etc...); Energy info point for homeowners, property managers, and technicians.

    In order to target condominiums, they are informed of the incentives made available by the Italian law and the Parma One Stop Shop (OSS) facility supports with technical, organizational and informative aspects required to obtain such subsidies.

To this end the OSS manages two different and synergic type of services:

- Facilitation service at condominiums to obtain, through awareness-raising actions, the consent of the condominiums to request the incentives provided for the improvement of the energy efficiency of their homes.
- Technical-administrative support service, with various levels of intervention, aimed at building managers and professionals who will have to provide their technical support to condominiums.

The approach takes into account the psycho-social team and train the operators on the intervention methodology. In buildings people are not connected only by economic relations, they are a social community. Living door to door means to deal with people with different needs, tastes, opinions... and with possible troubles due to discords, noises, smells, habits, etc... Anyway owners need to come to an agreement with the other tenants before making any change; so it is necessary to set up a neutral and peaceful «space» where discuss the refurbishment opportunities.

Parma municipality wants to develop a business model for the long term sustainability of its OSS.
Financing options:

- On-bill financing
- Crowdfunding
- Energy saving obligation
- Service/marketing fees

Synergic strategies:

- Education to tackle energy poverty.
- Promotion of renewable energy communities and collective self-consumption

In addition to the Good Practices from the POTEnT project partners, we have analyzed ten innovative initiatives related to the provision of services by One-Stop-Shop (OSS), as well as the identification of support services aimed at 1) the development of Renewable Energies and Energy Communities, 2) the promotion of Energy Rehabilitation and 3) reaching the most vulnerable groups through the fight against Energy Poverty. To choose these initiatives, therefore, the most relevant aspects for the start-up of an OSS Network in Pamplona were taken into account, considering similarities and differences, financing methods, and innovative and interesting projects.
The final result shows three Spanish and seven European initiatives. If the distinction is made by segments, seven initiatives promote energy rehabilitation, four the fight against energy poverty and three renewable energies and energy communities.

Caso de Estudio	Nombre iniciativa	País	Segmento al que se dirige		
			Rehabilitación	Energía renovable	Pobreza energética
1	Sportello Energia e Condomini Parma - FEASIBLE Project Italia - OSS	Italia	✔		
2	Mantova Municipality - INNOVATE Project Italia – OSS –	Itallia	✔		
3	Access to Sustainability for Tenants through Energy-effective Retrofit (ASTER) - ELENA Bélgica –	Bélgica	✔		✔
4	Speed up Renovation through Accompaniment (SUPRA) - ELENA Bélgica - OSS –	Bélgica	✔		
5	Sustainability loans for citizens in Limburg - ELENA Project Paises Bajos – OSS –	Países Bajos	✔		
6	Frederikshavn - INNOVATE Project Dinamarca – OSS –	Dinamarca	✔		
7	Aradippou Municipality - INNOVATE Project Chipre – OSS –	Chipre	✔		
8	Puntos de Asesoramiento Energético (PAE) – Ayuntamiento de Barcelona –	España		✔	✔
9	Consorcio UPSTAIRS - Ecoserveis – OSS –	España		✔	✔
10	Oficina de l'Energia - València Clima i Energia - OSS –	España		✔	✔

Results of the studiy on OSS

2. NATURE OF THE ACTION

2. **Nature of the action** (*please describe precisely the content of action 1. What are the specific activities to be implemented*)

Under this Action Pamplona City Council will establish its first One Stop Shop (OSS) in the district of Rochapea following the Renovation Office model successfully tested by our stakeholder NASUVINSA (a public company attached to the regional Government of Navarra) in the district of Txantrea (Pamplona) under the awarded project EFIDISTRICT, that was able to renovate more than 1,000 dwellings mobilizing about 25 M€ of investments (public and private). The key characteristic of this concept is to hire dedicated staff based in an Attention Office with a door to door approach to engage with citizens, associations, traders and other local actors.

The main objective of the OSS is to facilitate information about renovation and renewable energy subsidies, regulatory framework and energy contracts. The Environmental Education Service of Pamplona City Council is based in the same district where the first municipal OSS will be established. At a later stage this OSS will promote a local energy community based on the results of the experience in the district of Mendillorri (see Action 1).

The services provided by the OSS will be defined and coordinated with the relevant stakeholders (NASUVINSA, Government of Navarra, house refurbishment office of the City Council).

The OSS implemented in Rochapea district under this Action will be the basis for the implementation of an operational integrated hub providing the following services to the citizens:

- Advice on comprehensive energy retrofitting.
- Advice on distributed renewable generation and energy efficiency.
- Support for families living under the limit of what is considered fuel poverty.
- Support to apply for grants and subsidies on energy efficiency and self-consumption (both from the local, regional and national authorities).

- Training to relevant actors to increase their sills in the area of community energy.
- Successful campaigns to engage citizens.

Concerning the establishment of One-stop-shops for energy, the main activities that will be carried out under this Action include:

- Phase 1. Definition of services to be offered by the OSS:
  - Services related to communication and marketing. In a similar way than other offices such as the Parma OSS, the ASTER project (Elena) or the SUPRA project (Elena).
  - Services related to project development, like those performed at the OSS offices in Mantova (Innovate) or Frederikshavn (Innovate).
  - Services related to the support for the financing of projects, such as those provided by other offices such as the Limburg OSS or the OSS managed by the Up-Stairs Consortium.
- Phase 2. Coordination with related initiatives:
  - Identification of current initiatives, 1) NASUVINSA through the Effidistrict project; 2) the Pamplona Urban Rehabilitation Office; 3) oPEN Lab Project; 4) HELENA project Primavera (from NASUVINSA).
  - Coordination Guidelines. The fundamental role of the OSS should mainly focus on the development of energy communities, the installation of renewable energies and reducing the problem of energy poverty. Even so, in terms of rehabilitation, it could also play a relevant role if well-coordinated with the Effidistrict office, in terms of awareness raising and disseminating concepts on the need for rehabilitation, as well as the promotion of comprehensive rehabilitation projects that include, besides pure rehabilitation and energy retrofitting, actions regarding the use of renewable energies.
- Phase 3. OSS operation:
  - Open the first OSS in Rochapea district.
  - Definition of the business model.
  - Provision of the services by the OSS

- Phase 4. Training and hiring of personnel:
    - Training personnel according to their needs and the tasks in the OSS.
    - Progressive hiring of personnel.
    - Open of new OSS in different neighbourhoods of the city
- Phase 5. Public company: depending on the outcomes of the previous phases the City Council could decide to convert the Network of OSS into a public company, providing it with services aimed at economic activity. If establish, it could cover all the services mentioned, for which greater hiring of personnel would be needed. Regarding the necessary procedures for this subsequent development, it would be necessary to take into account all the legal aspects and part of the share capital of the company owned by the City Council.

The Navarra 2021-2027 ERDF ROP focuses on Specific Objective 2.1 Promoting energy efficiency and reducing greenhouse gas emissions, including an action (2.1.02) on "Dwellings with improved energy performance" (RCO 18), specifically addressing public buildings, with the objective of improving energy efficiency and reducing greenhouse gases emissions, and tackling fuel poverty. This action of the Navarra ERDF OP targets the public administrations and the tenants living in public buildings. In this sense, the Pamplona, taking into account the interregional learning of POTEnT, proposes an OSS model which include, among other services, support to tenants where energy retrofitting measures are envisaged, weather they live in private or public buildings, and thus, will provide support for the success of the second action of the Navarra ERDF OP 2021-2027 in Pamplona (i.e. capital of the region with almost one third of the population of the region).

3. STAKEHOLDERS INVOLVED

3. **Stakeholders involved** *(please indicate the organisations in the region who are involved in the implementation of the action1 and explain their role*)

Coordination between public actors is key for the success of the development of a comprehensive OSS providing different services, since the competences on Energy services and building retrofitting rely on different public administrations and companies. The following are considered as key stakeholders for this Action:

- NASUVINSA: This public company attached to the regional Government works on housing and other infrastructures and manages several offices providing advice on energy retrofitting of buildings.
- Government of Navarra - Energy Transition service
- Government of Navarra – Housing service
- Municipality of Pamplona (PCH): Public company attached to Pamplona City Council and working on building refurbishment.
- AH Asociados: an architect company leading the actions of an H2020 project dedicated to Positive Energy Neighbourhoods (oPEN Lab) taking place in Rochapea district.

4. TIMEFRAME

4. **Timeframe** (*please specify the timing envisaged for action 2*)

The timeframe previewed for the implementation of this Action is:

- Phase 1. List of services to be offered by the OSS: Before June 2022.
- Phase 2. Coordination with similar initiatives.
    - Identification of current initiatives: Before June 2022.
    - Start personnel hiring: June 2022.
    - Coordination Guidelines. July 2022.

  Phase 3. OSS operation: July – October 2022
- Phase 4. Training and progressive hiring of personnel: July 2022 – June 2023.
- Phase 5. Public company: as from 2026 if identified as necessary.

5. INDICATIVE COSTS

5. **Indicative costs** (*please estimate the costs related to the implementation of action 2*)

The cost for the development of this action is distributed as follows:

➢ Personnel: we propose a progressive incorporation of personnel until reaching 6 employees until 2026, being able to incorporate another additional employee for

subsequent years when the Network of OSS is extended with two new offices. The cost per employee per year is estimated at €40,000 gross.

- Website: an initial investment of €30,000 is estimated in 2022 and a maintenance cost for the rest of the years of 30% (€9,000 per year).
- Displacement of visits, forums, fair stands to promote the activity: we assume a constant cost of around €5,000 per year for the entire period. For the year 2022, this cost is lower due to the lower activity of the Network of OSS.
- Management costs of the grants to which the Network of OSS is eligible: costs of €30,000 are estimated during the first two years to obtain the grants for the development of the Network's activity.
- General expenses (maintenance costs -internet, cleaning, furniture, electricity, water, etc.): this concept refers to all ongoing expenses that are not directly related to the productive activity of the Network. It is calculated as 17%

Detalle	2022	2023	2024	2025	2026
Staff costs	60.000 €	160.000 €	200.000 €	240.000 €	240.000 €
Website	30.000 €	9.000 €	9.000 €	9.000 €	9.000 €
Travel for visits, forums, trade fair stands to promote the activity.	2.500 €	5.000 €	5.000 €	5.000 €	5.000 €
Grant management costs	30.000 €	30.000 €			
External staff for training, speakers, seminars and workshops	12.000 €	24.000 €	24.000 €	24.000 €	24.000 €
Overheads	22.865 €	38.760 €	9.860 €	47.260 €	47.260 €
Total	**157.365 €**	**266.760 €**	**247.860 €**	**325.260 €**	**325.260 €**

6. INDICATIVE FUNDING SOURCES

6. **Indicative funding sources** *(please describe how action 1 will be financed. Is it through the policy instrument(s) indicated in part II): NOTA: POTEnT budget cannot be used to implement any part of your RAP.*

The following funding sources have been identified for the implementation of this Action:

- Own resources (municipal budget).
- National support programs in residential rehabilitation and social housing of the Recovery, Transformation and Resilience Plan (Next Generation EU). This program establishes an aid framework to subsidize the support of the rehabilitation offices that have the objective of

coordinating, informing and facilitating the management of aid and the provision of services that contribute to facilitating the implementation and comprehensive management of the energy rehabilitation projects in the residential area at the service of citizens, condominiums, companies and rehabilitation agents in general. These grants will be in force until June 2026. The amount of the aid will be proportional to the number of houses actually rehabilitated.

- National support programs for Community Transformation Offices for the promotion and revitalization of energy communities. The existing or newly created OSS network with the grants associated with this order, to carry out dissemination work on energy communities, such as advisory and support work, to strengthen the support system for stakeholders, citizens, SMEs and local entities; in line with what was defined for the constitution of the Network, which could benefit from aid until December 2025. The following will be eligible for subsidies: the cost of the working hours dedicated by the new staff that could be hired until 31sy December 2025, certain costs of contracting services, support material for holding conferences, seminars or workshops, Costs associated with rentals.
- oPEN Lab Horizon 2020 of the European Union and which ends in the first quarter of 2026. The objective of the oPEN Lab project is to "identify, optimize and demonstrate packages of technological solutions, services and business models, replicable and commercially viable, that enable the implementation of Positive Energy Neighborhoods in the current urban context.
- European Poverty Advisory Hub (EPAH) calls.
- Navarra ERDF ROP 2021-2027: this policy instrument is currently in a draft version, but the two actions that it includes are fully aligned with the POTEnT RAP. Discussions with the MA are ongoing.

Date: 10/05/2022

Name of the organisation(s):

Ayuntamiento de Pamplona

(Pamplona City Council)

Signatures of the relevant organisation(s): _____

PARTE IV – FIRMA APROBACIÓN DEL PLAN DE ACCIÓN REGIONAL

Fecha: 10/05/2022

Nombre de la organización (es):

Ayuntamiento de Pamplona

Firmas de la organización correspondiente (s): _____

FELIPE ALONSO IBARRA
CONCEJAL