



Final Climate Neutrality Services Offer Report & Case studies

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Prepared by:
OÖ Energiesparverband



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1 Executive Summary

The REMARKABLE project supports local leaders in 7 regions across Europe to deliver a step change in progress towards carbon neutrality by 2050. As a key activity, the 7 regional energy agencies involved in the project developed 2 new services each to expand their roles as change agents for the clean energy transition and climate neutrality. These services were offered to the participating leaders during the project duration but were developed with the clear goal of offering them to a larger group of public authorities/municipalities in the future.

The first climate neutrality service, developed by all partners and offered in each region, is a new service for the development of Climate Neutrality Roadmaps (CNR). The second service was selected by each partner individually based on the findings and identification of service needs arising from activities in the first project year and cover a wide range of topics relevant to the energy transition in municipalities (e.g. One stop shops for the implementation of several CN actions, training programmes/workshops, services that incentivise local stakeholders to be involved in the process).

This report describes the process undertaken to develop these services and also presents these services as 2-page case studies in the appendix of this document.

2 Steps in developing climate neutrality services

The development of climate neutrality services commenced early in the REMARKABLE project. Initial discussions took place at the kick-off meeting and were continued at subsequent meetings and during workshops dedicated to the topic. This allowed partners' ideas to take shape and mature as the project's activities ramped-up and as input to service needs emerged in the first project year. Particularly the ethnography activities and design and roll-out of the Climate Leadership Programme (CLP) offered valuable insight into service needs.

ESV guided the overall process of service development and ensured exchange between the partners on challenges, opportunities, delivery mechanisms and funding models.

The development of the new services included thorough reflections on key aspects of service development and delivery, including:

- needs addressed and added value of the service
- key activities and delivery of the service
- preparation steps (e.g. preparation of tools, upskilling of staff)
- communication strategy for the service
- financing the service after the REMARKABLE project

Main steps for service identification and development were:

- At the project's kick-off meeting (October 2021), a session was dedicated to carrying out a basic Strengths, Weaknesses, Opportunities, Threats (SWOT) analysis of partners' current service portfolio for public authorities. In this flipchart session, initial ideas for the CNR service and further services to support municipalities in achieving climate neutrality were explored together.
- The opportunity of a larger meeting where regional partners were present (May 2022) was used to deepen the analysis of their services for the public sector and jointly develop new ideas in a break-out session.
- During the in-person project meeting in Linz (June 2022), a session was dedicated to service development. Partners further developed their common vision of the CNR service. This was followed by individual work. ESV developed a service development canvas which each regional partner filled-in, adapting the CNR service to their specific context.
- Following the launch of partners' CNR services in autumn 2022, an online workshop was held to focus on the second climate neutrality service (November 2022). Partners presented their ideas and plans based on the needs in their region.

- Each regional partner then further developed their second service individually and filled-out the service development canvas developed by ESV by December 2022.
- During the in-person meeting in Zagreb in June 2023 where all project partners were present, further discussions regarding CN services and business plans were held.
- In a final online CN services workshop in November 2023, another discussion was had about future financing possibilities and the development of business plans (where needed) for the continuation of services after the project's lifetime.
- According to the project timeline, the second services were rolled out in the second project period.
- The written case studies detailing the services developed by each partner were finalised for dissemination in June 2024 (see annex).

3 New services developed

In all participating regions, at least two new services were developed and offered to the participating leaders and their organisations. These services, which cover a wide range of topics and use different approaches and methods, will continue to be offered as part of the project partners' service portfolio and will therefore exist after the end of the REMARKABLE project. A more detailed description of each service in the form of a case study with the main activities and steps to create each of the 15 services developed can be found in the appendix of this document.

3.1 Service 1: Development of Climate Neutrality Roadmaps

The first climate neutrality service, developed by all partners and offered in each region, is a new service to aid leaders in the development of Climate Neutrality Roadmaps. Every leader that took part in the CLP was offered the use of this service free of charge and received extensive individual support in the development and implementation of Climate Neutrality Roadmaps (bilateral meetings – in-person, online meetings, via phone) from the project partner in the respective country. As a result, 62 Climate Neutrality Roadmaps were developed within the project timeframe (see reports on the REMARKABLE Climate Leadership Programme and Climate Neutrality Roadmap Summary Report for more information). This service, customised in its design to the circumstances of the respective country and the need of its leaders, was

developed with the clear goal of being offered to a larger group of public authorities/municipalities in the future and is strongly based on the vision detailed in partner's individual Climate Neutrality Roadmaps (See also the description of the individual project partners' approach to the 1st service in the CN case studies in the appendix).

3.2 Service 2: Individual - based on identified service needs

Each project partner selected their second service individually, based on the findings and identification of service needs arising from activities in the first project year. Particularly the ethnography activities and design and roll-out of the CLP offered valuable insight into service needs. The following paragraphs give an overview of the new services developed by each project partner.

REGEA:

Integrated energy, climate and spatial planning

REGEA has developed a service to support local and regional governments in mandating the implementation of their energy and climate vision through the use of spatial plans. The process involves identifying key measures and steps to achieve an area's energy and climate goals and 'translating' them into a form suitable for integration into a spatial planning document. By integrating energy measures into spatial plans, energy and climate goals are elevated from voluntary measures to mandatory ones affecting any new development that goes through an authorisation process that must be aligned with local or regional spatial plans. REGEA offers capacity building as well as tailored support to local and regional governments on how to set up and implement the process of integrated energy, climate, and spatial planning.

EKNorr:

Training course on sustainable transportation/travel

The North Sweden energy agency (EKN) developed a half-day training course for municipal employees, that focuses on sustainable travel and transport and supports participants in a step-by-step process towards climate neutrality and reducing greenhouse gas emissions in the transport sector. The training course addresses the key areas of transport emissions in municipalities and explains how emissions resulting from the use of fossil fuels can be reduced. Important topics include commuting, business travel, mapping vehicle fleet, motivating the municipal administration to actively participate in the energy transition, new concepts for travel, local application of guidelines and regulations, financing and monitoring.



ESV:

Simplified energy and climate check for local businesses

This service was developed to help involve local businesses in the commitment and action process for climate neutrality on a municipal level and is offered to municipalities making use of ESV's service for the implementation of CN Roadmaps. To engage local businesses in the energy transition, municipalities can also offer low-threshold services so that companies address these issues more or even for the first time. To this end, ESV developed a tool that shows SMEs, with limited time and data input, where their company stands in terms of GHG emissions. It gives companies an overview of their current carbon footprint and helps visualise key areas of focus for further improvements. The energy and climate check is done on site with an ESV energy consultant, possible measures to reduce emissions can be discussed immediately.

Training programme for energy transition implementation in municipalities

ESV also developed a new 3-day training course dedicated to increasing municipalities' internal knowledge on energy topics and to supporting their step-by-step process towards climate neutrality. The training course addresses the main areas of energy consumption in municipalities and how to harness their energy saving potentials. Important topics include energy management, PV, efficient heating and lighting, e-mobility and charging infrastructure, energy accounting, energy communities, financing and funding.

AURA-EE:

One-Stop-Shop for implementing CN actions

The regional energy agency of Auvergne-Rhône-Alpes (AURA-EE) has joined forces with ATMO Auvergne-Rhône-Alpes, a regional air quality monitoring organisation, to offer joint training on topics like energy, climate change and improving air quality. A training module for local authorities has been developed, covering these 3 topics in a cross-cutting manner. The added value of developing a collective support methodology is to address a shortage of manpower with knowledge in engineering and to mobilise key actors, especially for the benefit of municipalities.

TEA:

Emotion-based storytelling workshop – a communication service

The service developed by TEA is a storytelling workshop, designed for communities as well as members of the general public, and can be adapted to specific stakeholder groups who work closely with communities. The focus is on tapping into human emotions, which act as a driving



force for action. The workshop is therefore based on all the actions that individuals take to cope with the effects of climate change. The participants have an opportunity to roleplay based on different emotions, develop a plot and deliver a story that brings out climate leadership and achieves climate neutrality as a community.

Escan:

Supporting the development of municipal-driven energy communities

Escan developed a service to help set up energy communities and support citizen-led initiatives aimed at establishing energy communities. The service provides support by guiding local authorities and citizens through the process of creating the business model for the energy community and similar initiatives. Direct support and advice is also provided to local authorities (information on technical and legal aspects, financing, energy exchange, etc.). Third parties involved in energy communities, as well as new energy communities that have emerged from community initiatives, are also supported through meetings, emails and telephone calls to clarify questions and help with any problems that arise.

ENERGAP:

One-stop-shop for implementing CN actions in public organisations

ENERGAP developed a One-stop-shop primarily aimed at supporting and empowering municipalities to accelerate the process towards climate neutrality. All under one roof, municipalities and other public organisations (as well as private ones) can receive information, assistance and support on a variety of topics such as: regulation, strategic and operational planning, energy and climate data, definition of necessary measures and timeframes, financial planning and use of different funding mechanisms, monitoring of results and reporting, etc.

4 CN Services after the REMARKABLE project

The creation of these previously described 15 new services can be labelled as another, very valuable and lasting result of the REMARKABLE project. Partners will continue to offer their services (1st for CNR development and their 2nd individually developed service) for other public authorities/municipalities in the future.

Through multiple exchanges within the project consortium during the project period (peer-to-peer reviews) as well as by considering feedback and comments from stakeholders who used these services, the partners have also continually improved or adapted the services further to the needs of the target groups (e.g. adaptation of the content of training programmes based on reviews by participants). Project partners will continue to do so in the future by constant evaluation of the services and peer-to-peer reviews.

The partners have also considered how they can finance the services after the REMARKABLE project. Details regarding business models and long-term financing are contained within the cases studies of the service in the Appendix. Some financing options for the newly developed services include:

- setting a fee for the service (e.g. training programmes)
- making the service part of the organisation's service portfolio, where it would be covered by the organisation's own sources (regional, federal, EU funding)
- the services being financed through municipalities' budgets

A **case study** of each of the services developed by the partners was also prepared for publication.

The case studies have been extensively disseminated in the last months of the project's duration to maximize their reach and impact. This communication strategy worked to exchange learnings between REMARKABLE partners, but also to expand the range of users of these services, ensuring participants for future service roll-outs. Case studies were published on the REMARKABLE project website, where a dedicated article (<https://climateleaders.eu/climate-neutrality-services/>) highlighted key findings and insights, and actively shared across social media platforms, including LinkedIn, X, and Facebook to reach a broad audience online. Additionally, the case studies were featured on FEDARENE's website (<https://fedarene.org/publication/climate-neutrality-services/>) and distributed through the bi-weekly bulletin to a diverse network of local and regional energy agencies, FEDARENE's member organisations, ensuring direct delivery to stakeholders engaged in energy and sustainability sectors. To further amplify their visibility, targeted social media campaigns were executed, and other media about the case studies were linked, so interested parties could easily access more information. Importantly, these resources will remain accessible on the REMARKABLE and FEDARENE's websites even after the project's completion, providing a lasting reference for future engagement and dissemination.

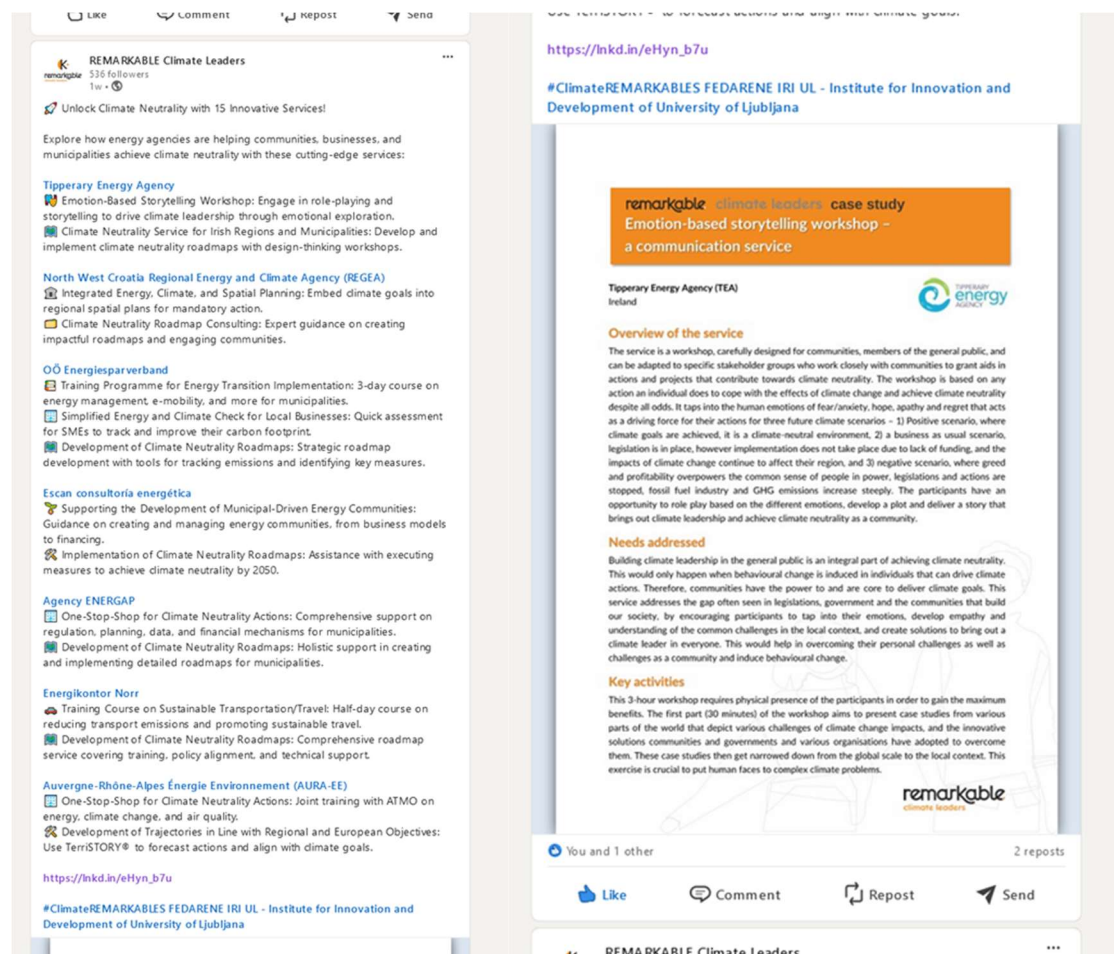


Figure 1: Screenshots of the targeted social media campaign to disseminate CN service case studies.

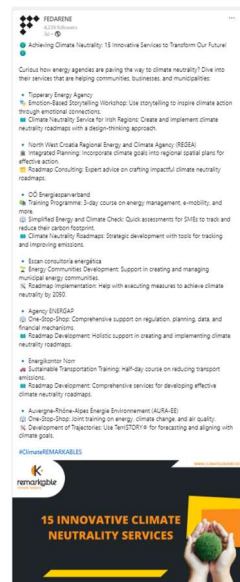


Figure 2: Social media post on FEDARENE's LinkedIn promoting the services



Figure 3: News article on FEDARENE's website introducing the services



Figure 4: Newsletter insertion about the services

5 Annex (Case Studies)



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Climate Neutrality Roadmap Consulting

REGEA

North-West Croatia Regional Energy and Climate Agency
Croatia



Overview of the service

REGEA provides comprehensive consulting services to local and regional authorities for the development and implementation of Climate Neutrality Roadmaps. This service includes identifying impactful, location-specific measures, advising on potential challenges, and assisting in the preparation of presentations for stakeholder and public meetings to gather feedback on the proposed roadmap. Additionally, REGEA develops online questionnaires to collect citizen opinions and suggestions, ensuring community engagement and input. For municipalities needing extra support, REGEA offers detailed implementation and financing plans for specific measures, tailored to the unique needs of each location.

Needs addressed

Local and regional governments often lack the capacity and tools for effective climate neutrality roadmap development, enforcement, and community engagement. This gap hinders the realization of their climate neutrality ambitions. REGEA's service addresses this by transforming strategic measures into actionable roadmaps and actively involving local communities through meetings and feedback mechanisms. This comprehensive approach ensures both strategic alignment and broad-based support for climate initiatives.



Key activities

The consulting service provided by REGEA includes a thorough and integrated approach to support local and regional authorities in achieving climate neutrality. Central to the service is *Assessment and Recommendation*, where REGEA identifies the most effective, location-specific measures. This involves a detailed analysis of their potential impact and advice on overcoming challenges. Another critical element is *Stakeholder Engagement*, where REGEA assists in preparing and presenting detailed roadmaps to citizens and stakeholders, ensuring clarity and fostering a collaborative

environment. Additionally, REGEA emphasizes *Community Input* by developing online questionnaires that enable citizens to share their views on the current climate situation and propose actionable measures, ensuring their voices are integrated into the planning process. For cities requiring further assistance, REGEA offers *Detailed Guidance*, providing in-depth implementation and financing plans, including practical steps and financial strategies tailored to each municipality's unique needs.

Main steps for developing the service include:

- Assessment of local ambitions: Identifying the climate and energy goals of the local or regional authority
- Measure identification: selecting strategic measures and planning steps needed to achieve these goals
- Stakeholder engagement: preparing presentations for meetings with citizens and stakeholders to present the draft roadmap and gather feedback
- Implementation support: assisting in the development and integration of the roadmap by creating background documents for the proposed measures

Business model / long-term financing of the service

The business model leverages REGEA's established support and consulting services to help cities achieve their climate goals. The sustainability of the service is ensured by promoting it to other cities in North-West Croatia and beyond, thereby generating significant commercial interest. Furthermore, the interest expressed by other regional energy agencies in replicating this approach validates its effectiveness and expands its reach, enhancing its impact and scalability.

Contact information

North-West Croatia Regional Energy and Climate Agency (REGEA)

Andrije Žaje 10, 10000 Zagreb/Croatia

T +385 1 3098 315, info@regea.org



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Integrated energy, climate and spatial planning

REGEA

North-West Croatia Regional Energy and Climate Agency
Croatia

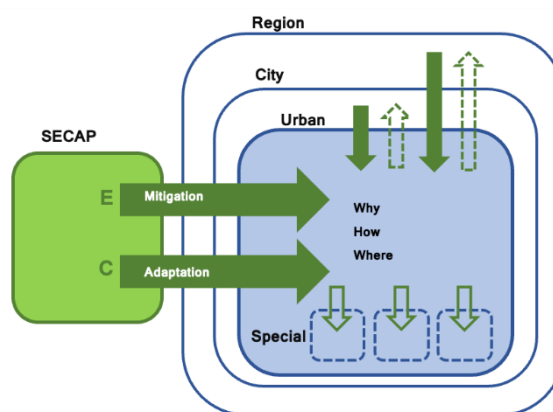


Overview of the service

REGEA has developed an approach to support local and regional governments in mandating the implementation of their energy and climate vision through the use of spatial plans. The process entails the identification of key measures and steps to achieve a territory's energy and climate goals and ambitions, and “translating” them into a form suitable to be integrated into a spatial planning document. By integrating these measures into spatial plans, they are elevated from voluntary steps to mandated ones for any new development or reconstruction that goes through a permitting process, which needs to be aligned with the local or regional spatial plans. REGEA offers capacity building as well as tailored support to local and regional governments on how to set up and implement the process of integrated energy, climate, and spatial planning.

Needs addressed

Local and regional governments in Croatia, and in most of Europe, have the capacity to develop plans and strategies but usually lack adequate tools to enforce them beyond real estate and land they directly own. This lack of enforcement mechanisms greatly slows down the implementation of their energy and climate ambitions as they lack methods to mandate the alignment of private developments with the overall targets. This issue is directly addressed by integrating key elements of their strategies and plans into their spatial planning documentation.



Key activities

The service itself consists of the overall methodology of integrated energy, climate and spatial planning and the accompanying capacity building for the local and regional governments on how to utilize and implement it. The methodology itself consists of a setup and planning phase which potentially includes some changes in the overall planning governance, and an executive phase which deals with the integration of the identified measures into the spatial planning documentation.

Key activities of the service include:

- Identification of the climate and energy ambition of the local or regional authority
- Identification of the key strategic and planning documents and measures to reach the prescribed ambition
- Identification of the procedures and timeline of the new development or update of the existing spatial plans
- Capacity building of the local and regional governments and, in some cases, the spatial planners and urbanists supporting them
- Development of supporting and background documents for the proposed measures
- Support during the development of the spatial plans

Business model / long-term financing of the service

The overall approach has been successfully tested on a sub-municipal spatial plan in the city of Karlovac. After the proof of concept, the process has been rolled out to the entire urban area of the city. In parallel, the method has also been tested out in the City of Zagreb and City of Križevci.

The business model of this service is a direct addition to the work REGEA is already conducting in terms of supporting local and regional governments to plan and implement climate change mitigation and adaptation measures throughout their territories. The sustainability of the service lies in REGEA promoting it to other cities within North-West Croatia and beyond as a commercial service. Interest for this process is evident as additional cities have contacted us and have expressed interest to implement a similar method. Additionally, other regional energy agencies have expressed an interest to replicate this approach within their territories as well.

Contact information

North-West Croatia Regional Energy and Climate Agency (REGEA)

Andrije Žaje 10, 10000 Zagreb/Croatia

T +385 1 3098 315, info@regea.org



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Service for the development of climate neutrality roadmaps

Energikontor Norr (EKN)
North Sweden Energy Agency
Norrbotten / Sweden



Overview of the service

The service was developed to support municipalities in the development and implementation of Climate Neutrality (CN) Roadmaps. Within the service, different aspects of the development and implementation of CN Roadmaps are addressed. Organisational aspects include the Climate Leadership Program (CLP) 1-day training in climate neutrality with politicians – also from the opposition – the involvement of other parts of the organisation like the financial department and external stakeholders. Policy aspects embed the CN roadmap in EU, national and regional policies. Financial aspects address financing and funding of sustainable energy investments. Technical aspects include for example the analysis of specific projects/potentials. After developing the framework for the roadmap in two individual co-creation workshops with local Climate Leaders, Energikontor Norr supports each municipality in the preparation of their CN roadmap through bilateral meetings.

Needs addressed

- Strengthening local leadership to progress faster in the energy transition
- Identifying climate leaders and supporting them in the journey to climate neutrality in their organisation
- Preparing organisations' to develop faster greenhouse gas emission reduction and removal of fossil fuels and foreseeing how to compensate for the remaining emissions after 85% reduction is reached
- Supporting municipalities to develop new climate neutrality targets to become climate neutral before 2045.

Key activities

- Collection of available data of municipalities, mainly regarding CO₂ emissions and energy consumptions
- Analysis of different scenarios
- Demarcation in different sectors like buildings, transport and work machines
- Stakeholder engagement
- Suggestion of several measures about energy efficiency and renewable energy sources for buildings, transport and work machines

Main steps for developing the service include:

- Provide information about the service offer to municipalities
- Elaborate general information about the service
- Pricing, organisation and workflow for the energy agency and the municipality

Business model / long-term financing of the service

Energikontor Norr will provide the service for roadmap co-creation and help the implementation of energy efficiency measures and new renewable sources for municipalities. Energikontor Norr will include this service in its portfolio based in a service contract.



Contact information

Energikontor Norr

Kungsgatan 46, 97246 Lulea/Sweden

T: +4673-183 55 26 hej@energikontornorr.se



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Training course on sustainable transportation/travel

Energikontor Norr (EKN)
North Sweden Energy Agency
Norrbotten / Sweden



Overview of the service

The North Sweden energy agency (EKN) developed a 1/2-day training course dedicated to sustainable travels for staff at municipalities to support them in a step-by-step process to climate neutrality and decrease greenhouse gas emissions in the transport sector. The training course addresses the main areas of transport emissions in municipalities and how to harness their fossil fuel emission reductions. Important topics include work commuting, business travels, mapping vehicle fleet, motivate municipality organisation to be an active part of the energy transition, complete concept for travel, local application of directives and regulations, financing, monitoring.

Needs addressed

Municipalities in Norrbotten have a lot of greenhouse gas emissions in the transport sector. This issue needs to be addressed in the energy transition and there is a strong need of support for this in Norrbotten's municipalities. This is especially valuable in view of high emissions from this sector (572 000 tons in 2021). New ways for mobility and training are needed on the way to climate neutrality. The training course was developed as a complement to already ongoing activities for municipalities (Drivmedla advice service, Transportluppen energy data collection tool and Energy and climate checks for municipalities). Also, the skills gained will allow staff to share information with other citizens within their municipalities.



Key activities

This new 1/2-day on-site course is offered by Energikontor Norr. It complements the 1-day climate leadership training for staff and politicians in municipalities (e.g the training on climate neutrality that is typically attended by mayors and chief executives in municipalities).

The most important topics addressed in the sustainable travel training is how to reduce emissions from transport sector in the municipality organisation. In addition, the training offers know-how on work commuting. The training provides information on key activities to reduce these emissions and on the relevant funding programmes, thus empowering staff at municipalities in their decision-making and the development of projects towards climate neutrality.

Main steps for developing the service include:

- developing the course curriculum
(learning objectives, main topics, basic timetable, key trainers)
- fixing a date, developing the detailed timetable and contents, assigning trainers to each course period
- preparation of course materials and feedback questionnaire
- promotion of the course, registration process
- preparatory information to participants

Business model / long-term financing of the service

The new training course was made an integrated part of the Energikontor Norr service portfolio and was offered to municipalities participating in Climate Leadership Programme. It was promoted via a power point presentation and website. Mail was sent to all municipalities in Norrbotten. Announcements were made at individual meetings at municipalities.

Contact information

Energikontor Norr

Kungsgatan 46, 97246 Lulea/Sweden

T: +4673-183 55 26 hej@energikontornorr.se



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Development of Climate Neutrality Roadmaps

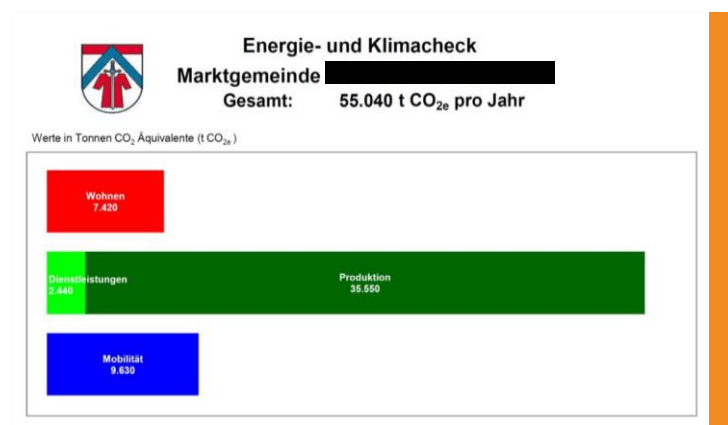
OÖ Energiesparverband (ESV)
Regional energy agency of Upper Austria
Upper Austria/Austria



Overview of the service

The regional energy agency of Upper Austria (ESV) developed this service to provide municipalities with a strategic document (=Roadmap) supporting their decision-making on energy issues and the achievement of their climate neutrality (CN) goals. The Roadmap is developed in a multi-stage co-creation process between decision-makers of the municipalities and ESV. Core topics of interest are explored (ex: renewable space heating, local businesses, public buildings and infrastructure, PV and renewable energy communities, e-mobility) and specific measures identified.

As a first step, ESV developed a tool to calculate municipalities' GHG emissions and depict them in an easy-to-understand manner. In addition to this tool, data relating to the core topics of interest identified is collected from public statistics and supplemented by information and estimates from the municipality (based on templates from ESV: e.g. data collection templates, qualitative assessments, action plans).



Needs addressed

Municipalities play a key role in the local energy transition. Their proximity to the citizens and the local businesses and their unique communication channels make them excellent catalysts for raising awareness and involving local stakeholders. However, they often need additional expertise and support for drawing up strategic documents (e.g. Climate Neutrality Roadmaps) due to limited staff and financial resources. This service provides (especially smaller) municipalities with a valuable opportunity to develop their own path to climate neutrality.

Key activities

The starting point of the service is providing local authorities with information on their total GHG emissions by using ESV's *Energy and Climate Check* tool, specifically developed for this purpose.

The results show the distribution of a municipality's current GHG emissions across four categories: residential, services, manufacturing and transport. This baseline is the starting point for identifying key focus areas and set priorities for future action.

A key element in the CN Roadmap process is the continuous exchange of knowledge between municipalities and between ESV and the municipalities. The following steps were found to be very useful:



- initial bilateral meeting/workshop in each municipality with the presentation of their energy and climate check and discussion of key areas and possible key activities
- formation of a "local energy transition team" in each municipality
- provision of regular meeting opportunities (e.g. workshops) between municipalities: to continuously exchange experience and work on their Roadmaps together
- continuous bi-lateral support to the municipalities by ESV on technical, funding and regulatory issues, interests, etc.
- final bilateral meeting in each municipality to discuss their concrete measures
- adoption of the Roadmap in the local council and implementation of the measures

The creation of a tailored document that compiles the data, focus areas and measures identified strengthens the municipality's decision-making in actions towards climate neutrality.

Main steps for developing the service

- development of the "Energy and Climate Check" tool for municipalities
- development of the general structure for the roadmap process and document
- identify interested municipalities and set up dates for bilateral meetings
- development of data collection templates, gathering of information with municipalities
- carry out the workshops/meetings/interactions
- write up the final Roadmap document

Business model / long-term financing of the service

ESV's mandate is to support the regional government in achieving its energy transition goals by working with all relevant stakeholder groups. Upper Austrian municipalities are key actors in this process. ESV has integrated this activity into its service portfolio for municipalities.

Contact information

OÖ Energiesparverband

Landstrasse 45, 4020 Linz/Austria

T: +43-732-7720-14386, office@esv.or.at



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Simplified energy and climate check for local businesses

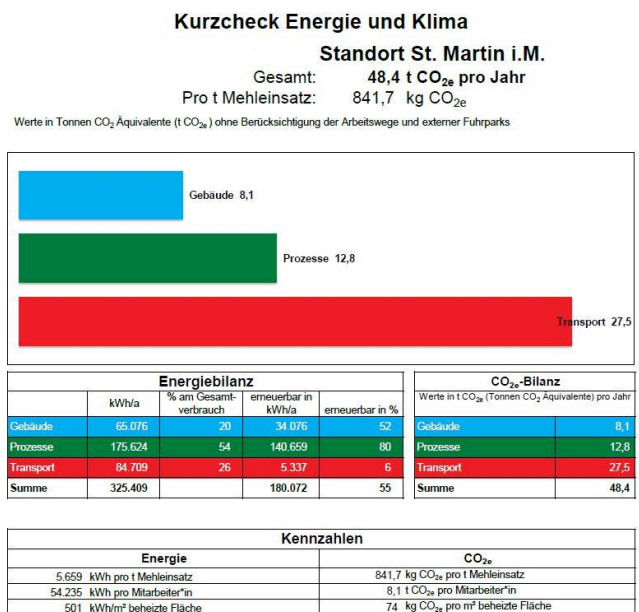
OÖ Energiesparverband (ESV)
Regional energy agency of Upper Austria
Upper Austria/Austria



Overview of the service

The aim of this service is to involve local businesses in the commitment and action process for climate neutrality on a municipal level. It is a starting point for municipalities to offer low-threshold services to engage local businesses in the energy transition.

To this end, ESV developed a tool that shows SMEs, with limited time and data input, where their company stands in terms of GHG emissions. It gives companies an overview of their current carbon footprint and helps visualise key areas of focus for further improvements. Possible measures to reduce emissions are discussed with the ESV energy consultant. The simplified energy and climate check for businesses is offered to municipalities making use of ESV's service for the implementation of CN Roadmaps.



Needs addressed

In order to achieve climate neutrality, municipalities need to get a range of stakeholder groups on board. Companies play an important role in achieving overall climate neutrality goals. Both the municipalities and the companies have a mutual interest in good cooperation. However, for nearly all municipalities, working with local businesses on measures for the energy transition and climate neutrality is a new field of action. Providing businesses with a minimally time-consuming opportunity to gain an overview of their GHG emissions can help raise their awareness of these issues. Offering them the possibility to inquire about improvement measures and alternatives in key areas of the company (such as buildings, processes and transportation) can encourage change towards higher energy efficiency and the use of renewables.

Key activities

The process is started with a letter from the mayor to local businesses, informing them about the goal of climate neutrality and the opportunity of receiving a quick check of their GHG emissions from an ESV energy consultant, free of charge. An information sheet is then sent to interested companies. The prerequisite for participation is the provision of their energy consumption data to ESV.

The businesses contact the municipality to register for a specific timeslot. With optimal coordination of the appointments, several short climate check sessions can take place in succession on the same day. The energy consultant visits each company for ~2 hours. During this meeting, the "simplified energy and climate check" is carried out based on the company's energy data and the results are discussed. The company also receives further guidance on potential measures.

Main steps for developing the service

- developing the simplified energy and climate check tool
- assigning/training energy consultant(s) responsible for carrying out this service
- preparation of information material/texts for the municipalities (to send out to companies, promote the service, etc.)
- preparation of a document for the contact details of companies that have booked a timeslot (to be used by the municipalities in their management of the appointments)
- preparatory information (e-mail) to businesses (confirmation of the appointment, reminder of what energy data needs to be prepared)

Business model / long-term financing of the service

This service was developed to further support the climate neutrality goals of the municipalities making use of ESV's service for the Development of Climate Neutrality Roadmaps. It is part of the roadmap process and is offered, free of charge, to the municipalities for their local businesses. This service has been integrated into ESV's portfolio of services for municipalities and will be offered in the future in the context of roadmap processes.

Contact information

OÖ Energiesparverband

Landstrasse 45, 4020 Linz/Austria

T: +43-732-7720-14386, office@esv.or.at



Remarkable has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 101024972

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Training programme for energy transition implementation in municipalities

OÖ Energiesparverband (ESV)
Regional energy agency of Upper Austria
Upper Austria/Austria



Overview of the service

The regional energy agency of Upper Austria (ESV) developed a new 3-day training course dedicated to increasing municipalities' internal knowledge on energy topics and to supporting their step-by-step process towards climate neutrality. The training course addresses the main areas of energy consumption in municipalities and how to harness their energy saving potentials. Important topics include energy management, PV, efficient heating and lighting, e-mobility and charging infrastructure, energy accounting, energy communities, financing and funding.



Needs addressed

Municipalities in Upper Austria show a strong need for upskilling in the field of operational efficiency and technical planning for renewable installations and building renovation. This is especially valuable in view of higher energy costs. Both strategic and technical/operational actions are needed on the way to climate neutrality. The training course was developed to complement other services already available to municipalities (e.g. advice services, information events, Energy and Climate Checks for municipalities). Also, the skills gained will allow technical staff to share information with other operators of service buildings within their municipalities.

Key activities

This new 3-day on-site course is offered in the context of ESV's Energy Academy. It complements already existing half-day training courses for municipalities (e.g. the training on funding programmes that is typically attended by financial staff). It targets mainly technical staff (e.g. head of technical services) or, in smaller municipalities, persons in charge of the overall operational management of the municipalities.

One of the important topics addressed is the efficient operation of public buildings and public infrastructure (e.g. street lighting, water supply systems, sewage treatment). In addition, the training offers know-how on building renovation, renewable heating, PV and e-mobility (both on technical solutions and on the preparation of such investments). The course provides information on key economic aspects and on the relevant funding programmes, thus empowering municipalities in their decision-making and the development of projects towards climate neutrality.

Main steps for developing the service

- developing the course curriculum (learning objectives, main topics, basic timetable, key trainers)
- fixing a date, developing the detailed timetable and contents, assigning trainers to each course period
- preparation of course materials and feedback questionnaire
- promotion of the course, registration process
- preparatory information to participants

Business model / long-term financing of the service

The new training course was made an integrated part of ESV's well-known and well-attended Energy Academy. It was promoted via a course folder and website and in the course programme of the Energy Academy. Mailings (postal and electronic) were sent out to all municipalities in Upper Austria. Announcements were made in ESV's communication channels (newsletters, social media, etc.).

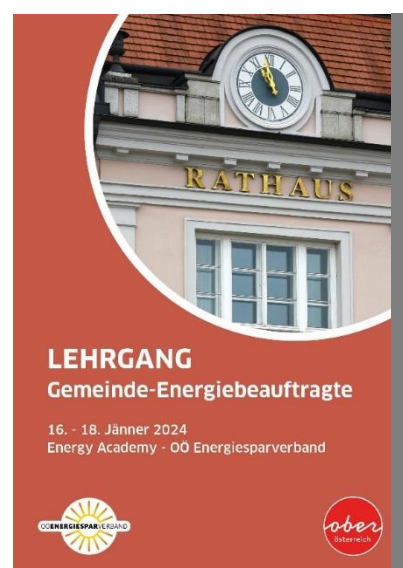
The first edition of the training course (January 2024) was received with high interest: 23 participants took part, dedicating three full days to increasing their capacities and knowledge on energy topics. ESV plans on offering the course again and, if demand remains high, the course could become a part of the ESV's standard offer in the Energy Academy.

Contact information

OÖ Energiesparverband

Landstrasse 45, 4020 Linz/Austria

T: +43-732-7720-14386, office@esv.or.at



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Development of trajectories in line with regional and European objectives

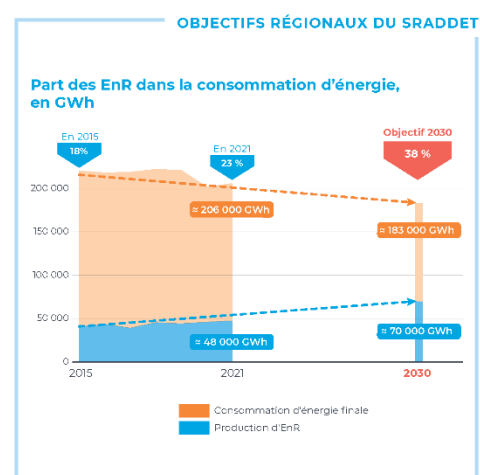
Auvergne-Rhône-Alpes Energie Environnement (AURA-EE)
Regional energy agency of Auvergne-Rhône-Alpes Region
Auvergne-Rhône-Alpes / France



**Auvergne
Rhône-Alpes**
Énergie Environnement

Overview of the service

The regional energy agency of Auvergne-Rhône-Alpes (AURA-EE) developed a tool a few years ago called TerriSTORY®. This is a tool designed to help local authorities in the region to forecast actions, simulate scenarios and assess the socio-economic and environmental impacts. In the context of Remarkable, AURA-EE developed trajectory sheets for each region, with the targets to be achieved in terms of renewable energy production and define the path to be followed in relation to the regional targets. The Remarkable project also enabled to compare the trajectories with the European objectives.



Needs addressed

Municipalities in Auvergne-Rhône-Alpes are implementing initiatives and measures in their areas but are struggling to understand the impact of these initiatives on their trajectory. These documents enable them to see whether they are on the right track and on what type of action they need to focus in order to achieve the European objectives. The use of the shared TerriSTORY® tool also allows common objectives to be set for all the municipalities in the region, giving them a shared vision.

Key activities

The first step is to identify the targets set by the local authority in its roadmap. These targets are then compared with the trajectory set by the regional plan. Then we took these objectives and compared them with the European ones.

The second step consisted of delivering these results to the local authorities involved in the project and providing them with possible measures to put in place to steer the curve as far as possible towards the right trajectory.

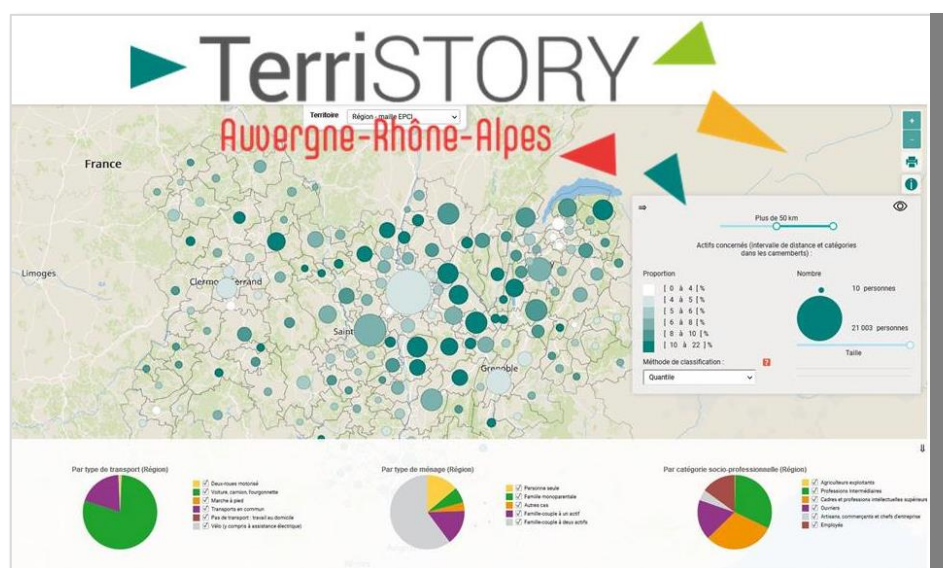
Main steps for developing the service

- Identify the targets set by the local authority in its roadmap
- Compare these targets with the regional ones
- Compare these same targets with the European ones and identify the gap to be overcome to reach this objective
- Deliver the results and discuss with local authorities the high-impact actions to be implemented.

Business model / long-term financing of the service

The TerriSTORY® tool already exists. Each local authority has the opportunity to use it, i.e. to access data, define objectives and action plans and monitor the progress. Nevertheless, some training and support are required to use the tool. AURA-EE is mandated and has the support of ADEME and the Regional council to disseminate information about the tool and help local authorities fill in their objectives and action plans.

In addition, the regional agency is involved in revising regional objectives to ensure that they are in line with European targets. TerriSTORY® will then enable each local authority to compare its trajectory with the European objectives.



Contact information

Auvergne-Rhône-Alpes Energie Environnement (AURA-EE)

18 rue Gabriel Péri, 69100 Villeurbanne / France

T: +33 4 78 37 29 14, info@auvergnerhonealpes-ee.fr



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One stop shop for implementing climate neutrality actions

Auvergne-Rhône-Alpes Energie Environnement (AURA-EE)
Regional energy agency of Auvergne-Rhône-Alpes Region
Auvergne-Rhône-Alpes / France

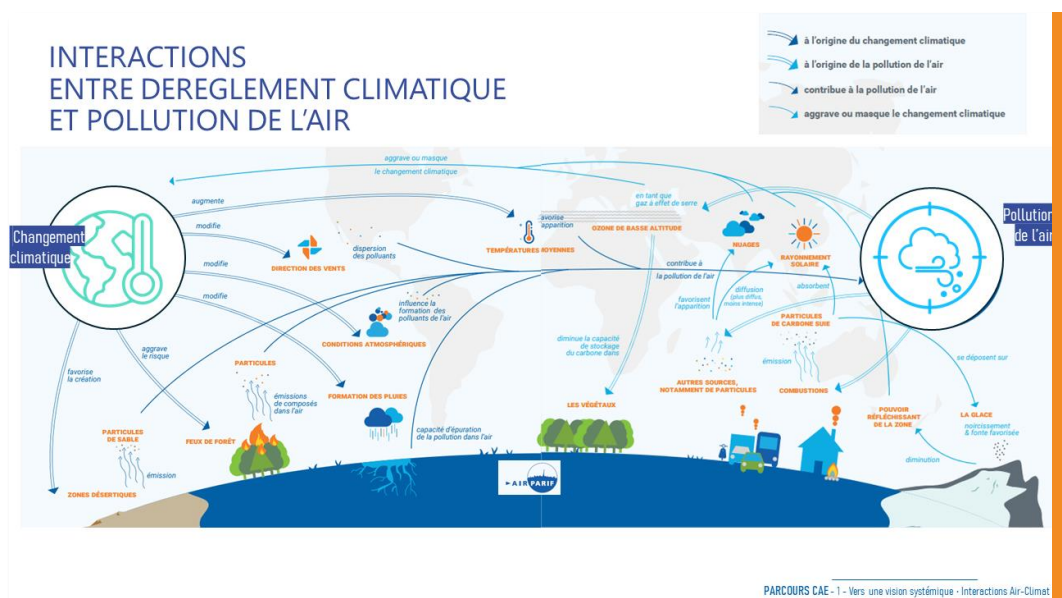


Overview of the service

The regional energy agency of Auvergne-Rhône-Alpes (AURA-EE) has joined forces with ATMO Auvergne-Rhône-Alpes, a regional air quality monitoring organisation, to offer joint training on the issues of energy, climate change and improving air quality.

Needs addressed

The local public authorities report being over-solicited on the subject of energy transition and point out a lack of engineering capacities. The added value of the development of a collective support methodology is to meet this expectation of consistency and to mobilise key actors for the benefit of municipalities.



Key activities

Several meetings have been held between AURA-EE and ATMO. A training module for local authorities has been developed, covering the 3 subjects of energy, climate change and air quality in a cross-cutting manner. This training course has been tested with the regional council's territorial referents. This training is ready to be rolled out to local authorities in the region.

The next step will be to establish closer links with the local structures (local energy and climate agencies for instance) that support local authorities in their region, so that they could provide this knowledge themselves.

Main steps for developing the service

- Meetings with ATMO discussing on the content of the training
- Development of a first version of the training course
- Testing and discussion within each structure
- Development of a second version of the training course
- Test conducted with the regional council departments
- Validation of the training module and deployment.

Business model / long-term financing of the service

AURA-EE and ATMO are mandated by the regional council to roll out the training. Our objectives are to train the trainers at a more local level and use existing networks to roll out this training, for example the network “Elus pour agir” coordinated by ADEME.

Contact information

Auvergne-Rhône-Alpes Energie Environnement (AURA-EE)

18 rue Gabriel Péri, 69100 Villeurbanne / France

T: +33 4 78 37 29 14, info@auvergnerhonealpes-ee.fr



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Climate Neutrality Service for Irish regions and municipalities

Tipperary Energy Agency (TEA)
Ireland



Overview of the service

The service is a multi-step service to support existing and emerging climate leaders in local government and communities to develop and implement climate neutrality roadmaps for their region to 2050. The format is both one to one engagement and workshops based on a design thinking led approach.

Needs addressed

Building climate leadership is an integral part of achieving climate neutrality. This would only happen when behavioural change is induced in individuals that can drive climate actions. During REMARKABLE we worked with several emerging leaders and this approach is designed to fast track their skills development and build their relationships with the energy agency experts and existing climate leaders in their region.



Key activities

Step 1 is a one-to-one engagement with the leaders to understand their challenges, in particular we will have a specific approach for emerging leaders to understand their gaps - technical and behavioural (leadership skills).

Step 2 and 3 are workshops with the leaders. Step 2 gives an overview of the relevant climate and energy data for the region. The group is split into smaller action teams with a mix of existing and emerging leaders and through using a design thinking approach, the agency facilitators work with the group to identify actions. The participants take away the actions and develop them further (the agency is available to mentor and support on these).

Step 3 workshop discusses the actions and prioritises the key actions to deliver climate neutrality. Each subgroup takes one priority and works on a prototype approach to present back to the larger group.

Step 4. The agency works with the groups to finalise the priority climate neutrality actions. This 3-hour workshop requires physical presence of the participants in order to gain the maximum benefits.

Main steps for developing the service

- Developing the framework of the workshop
- Identifying key leaders and getting their buy in
- Identifying the skills gaps and challenges
- Preparation of the workshop materials, content etc.
- Building a long-term relationship between the leaders and the energy agency
- Working with the leaders to get stakeholder buy in for the climate neutrality priorities developed
- preparatory information to participants

Business model / long-term financing of the service

This workshop is designed as a leadership development service that can be adapted and catered to different stakeholder groups. It can be thus offered as a service for public servants, community leaders and potentially for business leaders. The agency has clearly identified a gap in this type of service in the region. Many of the offerings are mainly webinars and lack the leadership skills aspect and the workshop based on design thinking. This approach is interactive and builds both innovative thinking and strong engagement for participants, encouraging positive solutions and a strong focus on action.

Contact information

Tipperary Energy Agency

93 Silver Street, Nenagh, Co. Tipperary, Ireland

T: +353527443090, info@tipperenergy.ie



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Emotion-based storytelling workshop – a communication service

Tipperary Energy Agency (TEA)
Ireland



Overview of the service

The service is a workshop, carefully designed for communities, members of the general public, and can be adapted to specific stakeholder groups who work closely with communities to grant aids in actions and projects that contribute towards climate neutrality. The workshop is based on any action an individual does to cope with the effects of climate change and achieve climate neutrality despite all odds. It taps into the human emotions of fear/anxiety, hope, apathy and regret that acts as a driving force for their actions for three future climate scenarios – 1) Positive scenario, where climate goals are achieved, it is a climate-neutral environment, 2) a business as usual scenario, legislation is in place, however implementation does not take place due to lack of funding, and the impacts of climate change continue to affect their region, and 3) negative scenario, where greed and profitability overpowers the common sense of people in power, legislations and actions are stopped, fossil fuel industry and GHG emissions increase steeply. The participants have an opportunity to role play based on the different emotions, develop a plot and deliver a story that brings out climate leadership and achieve climate neutrality as a community.

Needs addressed

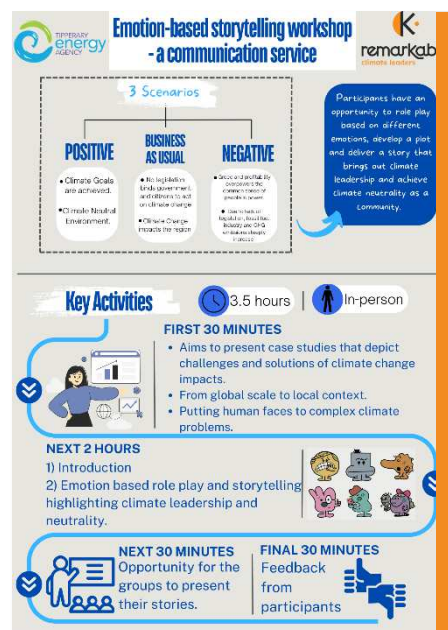
Building climate leadership in the general public is an integral part of achieving climate neutrality. This would only happen when behavioural change is induced in individuals that can drive climate actions. Therefore, communities have the power to and are core to deliver climate goals. This service addresses the gap often seen in legislations, government and the communities that build our society, by encouraging participants to tap into their emotions, develop empathy and understanding of the common challenges in the local context, and create solutions to bring out a climate leader in everyone. This would help in overcoming their personal challenges as well as challenges as a community and induce behavioural change.

Key activities

This 3-hour workshop requires physical presence of the participants in order to gain the maximum benefits. The first part (30 minutes) of the workshop aims to present case studies from various parts of the world that depict various challenges of climate change impacts, and the innovative solutions communities and governments and various organisations have adopted to overcome them. These case studies then get narrowed down from the global scale to the local context. This exercise is crucial to put human faces to complex climate problems.

The next 2 hours of the workshop include an introduction round and then moves on to focus on emotions and storytelling by the participants who are divided into groups. Nothing can convey a message as strongly as a good story! This workshop, thus, allows the participants to check in with their own emotions, role-play accordingly, face challenges under various future climate scenarios and find solutions to deliver a good story that brings out climate leadership and climate neutrality. The next 30 minutes offers an opportunity for the groups to present their stories. The last 30 minutes is for feedback from the participants.

One of the important takeaways from this workshop is one would walk away feeling motivated to do their own bit for our climate. It encourages behavioural change to drive positive climate actions, brings out climate leadership and a sense of communal togetherness to deliver climate neutrality. It serves as a strong tool for climate communication. It targets anyone and everyone, who is even remotely interested in this field.



Main steps for developing the service

- Developing the framework of the workshop
- Identifying the future climate scenarios
- Identifying the emotions
- Preparation of the workshop materials, content etc.
- fixing a date for various interested groups
- promotion of the course on various platforms
- preparatory information to participants

Business model / long-term financing of the service

This workshop is a designed service that can be adapted and catered to different stakeholder groups. Thus, it can be offered as a service for public awareness, citizen involvement, capacity building and encouraging climate leadership across communities and stakeholders who would like to replicate it in their organisations amongst their communities/employees/students/youth etc.

Contact information

Tipperary Energy Agency

93 Silver Street, Nenagh, Co. Tipperary, Ireland

T: +353527443090, info@tippenenergy.ie



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Supporting the implementation of Climate Neutrality Roadmaps

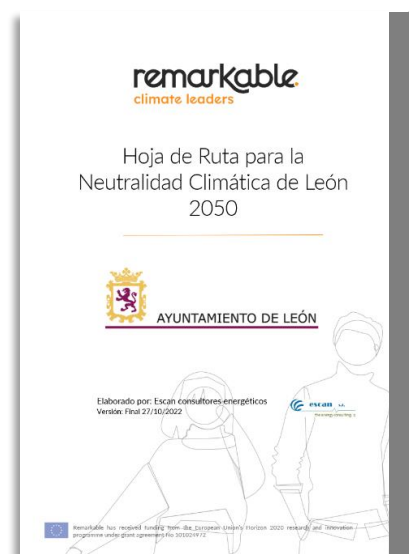
Escan s. l.
Castilla and León & others of middle Spain
Spain



Overview of the service

Climate neutrality is a target coming from the worldwide dimension to reduce emissions that pollute the air and also water and rest of resources of the planet. With REMARKABLE project 14 municipalities did benefit with the elaboration of the Climate Neutrality Roadmaps (CNR) and implementation of different measures with the target to achieve climate neutrality by 2050.

The CNR of a municipality is mainly a plan that provides several scenarios and the measures to be carried out to achieve climate neutrality by 2050. Some energy data should be available for elaboration of the Roadmap of a municipality.



Needs addressed

Municipalities in some regions already elaborate different plans and programmes (e.g. plan for climate action and sustainable energy PACES, plan of emission zero areas in transport sector, PMUs, etc.).

Some other municipalities do not have plans and they can only do energy efficiency measures or installation of systems with renewable energy sources when funds are available and prioritize systems or equipment that do not work properly or are even broken.

Therefore, both municipalities' situation needs assessment to co-create the Climate Neutrality Roadmap and implement the measures.

Key activities

- Collection of available data of municipalities regarding mainly CO₂ emissions and energy consumptions.
- Analysis of the state of the art of the municipality regarding this data, measures implemented and normative. Consideration of several scenarios.
- Suggestion of several measures about energy efficiency and renewable energy sources for buildings, transport, industry and others.

Main steps for developing the service

- Provide information about the service offer to other municipalities
- Elaborate general information about the service
- Promote the information of the project available in Escan website (Spanish language)
- preparatory information to participants

Business model / long-term financing of the service

Escan will provide the service for roadmaps co-creation and help the implementation of energy efficiency measures and new renewable sources for municipalities. Escan will include this service in its portfolio based in a service contract.

Contact information

Escan s.l

Av. El Ferrol 14, 28029 Madrid/Spain

T: +34-3232643, escan@escansa.com



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Supporting the development of municipal driven energy communities

Escan s. l.
Castilla and León & others of middle Spain / Spain



Overview of the service

Escan developed a service to create energy communities and support citizen-led initiatives aimed at energy communities.

Municipalities require updated information about legislation, financing incentives and technical data to support the creation of Energy Communities (REC and CEC). The service provides support to the creation of energy communities by:

- Guiding local authorities and citizens during the process of creation of the business model for the energy community and similar initiatives
- Providing direct support and advice to local authorities in specific questions or doubts (technical, legal, financing, energy exchange, etc.)
- Supporting third parties involved in Energy Communities or the new energy communities emerged from municipal initiatives by means of meetings, emails, and telephone calls to explain and solve doubts.



Needs addressed

Municipalities in Castilla y León and in other regions are interested in decreasing the cost of their energy consumption and other resources. Some of them also develop plans about decreasing CO₂ emissions and this can be achievable with increasing the use of renewable energy sources broadly and energy communities particularly.

Energy communities can help citizens and local authorities invest in renewables and energy efficiency. An increasing number of local authorities wish to make sure that more citizens and local communities benefit from the energy transition and play an active role in it.

Key activities

- Guiding local authorities and citizens during the process of creation of the business model for the energy community and similar initiatives
- Providing direct support and advice to local authorities in specific questions or doubts (technical, legal, financing, energy exchange, etc.)
- Supporting third parties involved in Energy Communities or the new energy communities emerged from municipal initiatives by means of meetings, emails, and telephone calls to explain and solve doubts
- Suggestion of several measures about energy efficiency and renewable energy sources for buildings, transport, industry and others.

Main steps for developing the service

- Identify the main actions needed for the creation and operation of energy communities
- Self-learning of energy communities' constitution, needs, legal issues, etc.
- Support to prepare the applications for national or regional energy communities financing programmes)
- preparatory information to participants

Business model / long-term financing of the service

This service will be part of the Escan portfolio of services after the project end and financed with service contract and also by EU projects financing as POWER-E-COM (LIFE) recently approved.

Contact information

Escan s.l

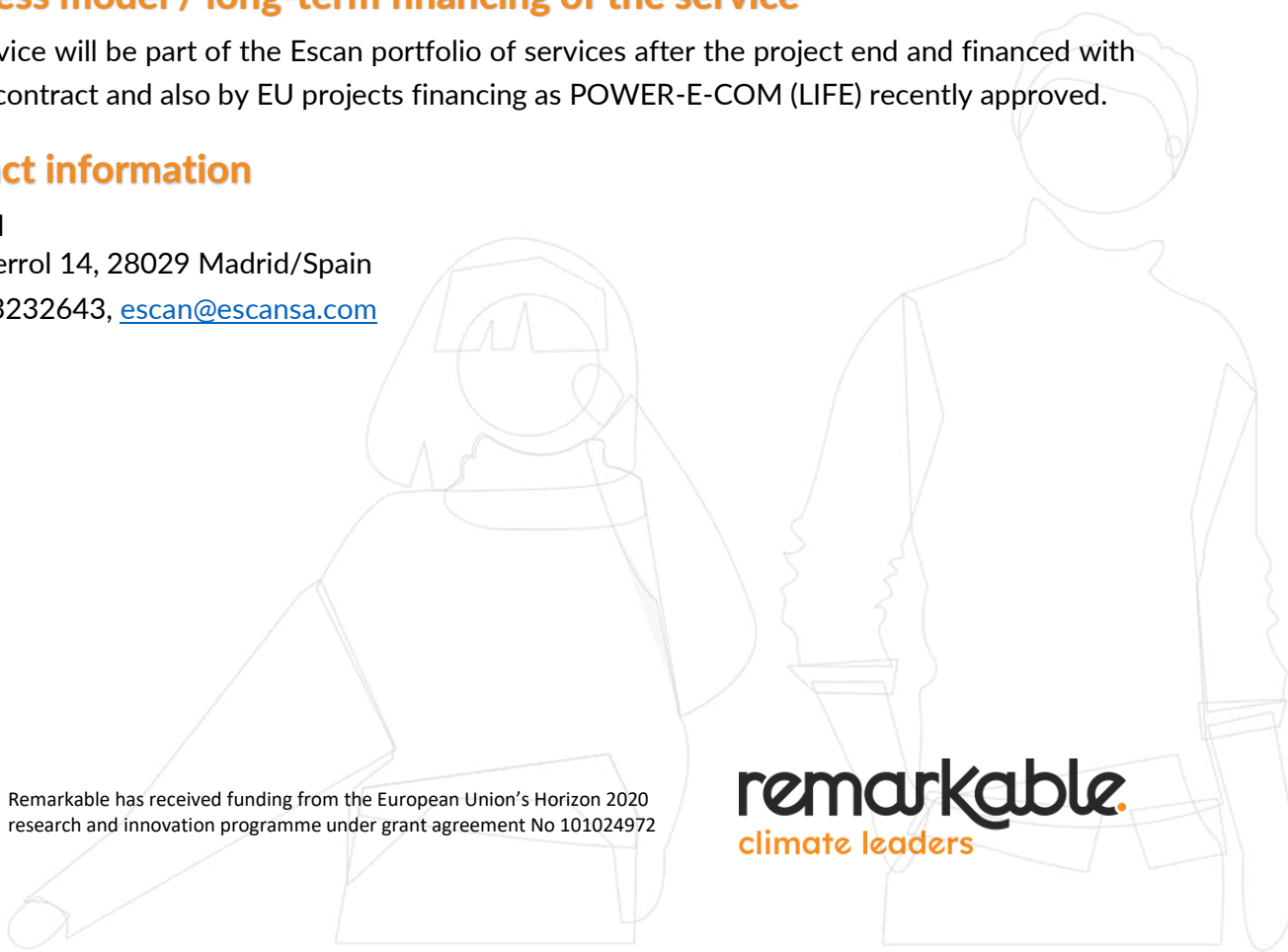
Av. El Ferrol 14, 28029 Madrid/Spain

T: +34-3232643, escan@escansa.com



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Service for the development of CN Roadmaps

ENERGAP

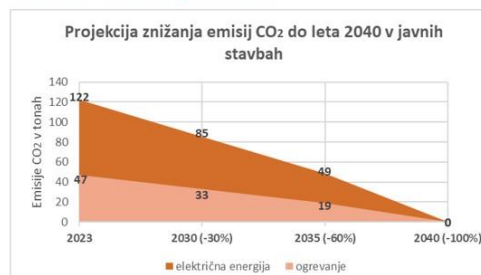
Energy and Climate Agency of Podravje
Podravska region/Slovenia



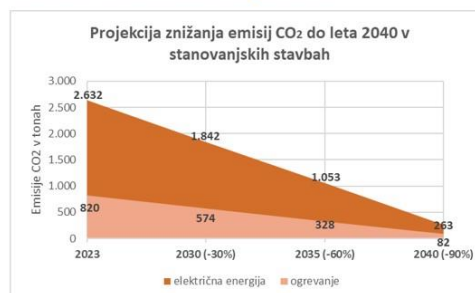
Overview of the service

The service was developed to support municipalities in the development and implementation of Climate Neutrality (CN) Roadmaps. Within the service different aspects of development and implementation of CN Roadmaps were addressed, namely organisational aspects (internally within the public authority including training/skills, externally including stakeholder involvement), policy aspects (embedding CN roadmap in EU, national and regional policies), financial aspects (financing and funding of sustainable energy investments), technical aspects (analysis of specific projects/potentials). After developing the framework for CNR in two co-creation workshops with local Climate Leaders and other stakeholders, ENERGAP supported each municipality in preparation of CNR through bilateral meetings.

Podnebno nevtralne javne stavbe



Podnebno nevtralne stanovanjske stavbe



Needs addressed

Based on our experience within REMARKABLE and related activities in the agency, we observe that there is a constant need for raising awareness (communication activities) on topics of climate change, climate neutrality goals, and related aspects. Smaller municipalities do not have enough knowledge and capacities to actively work towards climate neutrality. There is still no practice in Slovenia to have Climate Neutrality Roadmaps, so the roadmaps were discussed with the municipalities separately within bilateral meetings. Key opportunities and challenges identified during collaboration with municipalities are similar to all smaller municipalities in Podravje region and are as follows:

Key opportunities: building strong local stakeholders' partnership, crafts and entrepreneurship, solar energy for electricity production, building sector with big potential to reduce energy use and CO₂ emissions.

Key challenges: Lack of capacity in climate change mitigation and adaptation. Energy and climate are not enough recognised as political priority. Lack of public interest.

Key activities

The activities related to the services were linked to the Climate Leadership Programme (CLP) under which two initial workshops were implemented to design the Roadmap Framework together with Climate Leaders and other local stakeholders involved. A set of key action areas was developed. This was followed by individual meetings with the municipality to further coordinate the preparation of the roadmaps. ENERGAP supports municipalities in defining local energy and climate needs, goals and to further developed a long-term strategy for the transition to climate neutrality by 2040 and a short-term set of key actions for the next 5 years. A long-term climate transition includes four key areas: energy-efficient and climate-neutral buildings, 100 % RES by 2040, a climate-neutral transport sector, climate resilience.

Main steps for developing the service

- developing the initial workshops under CLP
- promoting and offering the service to municipalities in the region
- according to conclusions and take-aways from workshops, bilateral meetings were planned to further support municipalities in the development and implementation of Climate Neutrality Roadmaps

Business model / long-term financing of the service

ENERGAP will also support municipalities in the implementation process through the established Remarkable CN service *One stop shop for implementing climate neutrality actions in public organisation*. To foster the process ENERGAP will continue to carry out capacity building activities (events, workshops) involving local stakeholders, municipal staff as well as political decision makers.

Interest has been expressed to form a local community in the field of climate neutrality and the need for future collaboration of key actors that will make climate actions possible and impactful.

Contact information

ENERGAP - Energy and Climate Agency of Podravje

Smetanova ulica 31, 2000 Maribor, Slovenia

T: +386 (0)2 2342 360, info@energap.si



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One stop shop for implementing climate neutrality actions in public organisations

ENERGAP

Energy and Climate Agency of Podravje (ENERGAP)

Podravska region/Slovenia



Overview of the service

ENERGAP developed a one stop shop (OSS) primarily aimed at municipalities to support and empower them in accelerating the process towards climate neutrality. In one place, the municipalities and other public organisations (as well as private) are able to get the info, help and support about regulation, strategic and operative planning, energy and climate data (including spatial and vulnerability data), definition of needed measures and time frames as well as financial planning and using different financial mechanisms, monitoring of the results and reporting (in the case of support of EU funds).

Needs addressed

New regulation and more and more evident consequences of climate changes in the region are forcing public organisations to prepare action plans for climate neutrality and to implement the activities well and quickly. New financial perspectives where the public sector can benefit from financial resources for the implementation of actions run from 2023 on. New EU and national regulation on sustainable finances (including banking and insurance sectors) is asking for information on strategic plans and implemented projects in the field of climate neutrality. Climate neutrality is not the same as energy efficiency and renewable sources action plans implementation where Slovene municipalities were quite good up to now but too slow and not specific about neutrality. Therefore, they need a lot of support how to implement the actions. It includes combining different actions and find finances as well as measure the results.



Key activities

Key activities within the service offered by ENERGAP to public organisations as well as private organisations:

- Information about regulation in Slovenia and EU
- Information about energy and climate data (including spatial and vulnerability data)
- Help and support for the definition of the measures and projects, their prioritization
- Study of different financing options, mechanisms including the preparation of different scenarios
- Preparing the investment documentations according to the regulation and presenting them at the municipal councils
- Support through the process of public procurement or public private partnerships,
- Supervision of the implementation and monitoring of the results

The service is delivered in the way that ENERGAP goes hand in hand with the municipality through above mentioned steps.

Main steps for developing the service

- Regulation studied and new regulation followed as well as the potential of financing through EU and national funds
- Collecting different climate data and relate them to spatial and energy data in the region
- Staff trained specifically for climate neutrality action and combination with climate mitigation and adaptation actions and measures
- Communication strategy prepared

Business model / long-term financing of the service

The communication strategy for the service was prepared. It was promoted through different channels (mails, monthly online news, website, articles in professional magazines, personal visits and presentation at different local events). The workshops about the service were organized for mayors, the leaders and municipal/ organisational staff. ENERGAP will offering services beyond the Remarkable project. The service will be financed within the scope of ENERGAP's regular tasks or within the framework of contractual cooperation with municipalities.

Contact information

Energy and Climate Agency of Podravje (ENERGAP)

Smetanova ulica 31, 2000 Maribor, Slovenia

T: +386 (0)2 2342 360, info@energap.si



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