



ELENA Project Factsheet

EENergie Drenthe - Drents Energie One Stop Shop

Location of planned investments	The Netherlands
Final Beneficiary	The Province Of Drenthe (Pod)
Final Beneficiary's address	Postbus 122. 9,400 AC Assen, The Netherlands
Sector(s) of investment	Residential sector and renewable sector
Total Project Development Services (PDS) cost	EUR 2,057,000
ELENA co- financing	EUR 1,851,300
Project Development Services (PDS) financed by ELENA	<p>The PoD wants to create a One Stop Shop (OSS) solution to support the energy refurbishment of the residential homes and buildings of its 12 municipalities and the installation of PV panels on these sites. With this OSS, the PoD plans to renovate 1,125 individual homes and four buildings of Homeowners Associations. The PoD needs an entity to accelerate the renovation of houses in the area and to reach every household in the Province and therefore is applying for ELENA support.</p> <p>The OSS will:</p> <ul style="list-style-type: none"> • Actively communicate to persuade homeowners to undertake the energy refurbishment of their houses; • Have advisors that can perform energy audits or energy performance certificate simulations to determine the energy efficiency measures to be undertaken; • Support the preparation of the financing plan of the renovation project; • Help find the working contractors; and • Offer its support during the works. <p>The PoD will procure external staff and services worth of EUR 2,057,000. The external staff and services will consist of:</p> <ul style="list-style-type: none"> • ELENA coordinator; • Communication staff and activities; • Process support staff; • EENergie Drenthe advisors • Process facilitator for HOAs: • Process facilitator for Energy Communities Feasibility studies HOAs: • Engineering studies HOAs: • Energy audits: <p>The total external staff corresponds to approx. 5.4 FTEs annually over the ELENA contract.</p>
PDS Timeframe	The ELENA project will last for 3 years from October 2022 to September 2025
Investment programme description	<p>The PoD will support the energy refurbishment of:</p> <ul style="list-style-type: none"> • 1,125 individual homes • 4 homeowners associations constituted of 184 dwellings in total <p>In the context of the individual homes refurbishment, the PoD targets two Energy Communities: one in Ansen and another one in Noordseveld. In this context, an Energy community (EC) gathers local residents who join their forces to implement energy efficiency measures in their community. Those ECs encourage their members to achieve energy savings and to include production of renewable energy. These communities are located in isolated rural areas and still depend a lot on each other; they organize for example collective purchasing.</p>

	<p>The two ECs will contribute to the ELENA programme with approximately 500 home renovations. The expected savings at the project level are 46%.</p>
<p>Investment amount to be mobilized</p>	<p>EUR 45,844,000</p>
<p>Description of the approach to implement the Investment Programme</p>	<p>The programme focuses on the individual households that want to implement more than one energy-saving measure and to use renewable energy.</p> <p style="text-align: center;">Drenthe One Stop Shop: The Customer Journey</p> <pre> graph TD 1[1. Active communication] --> 2[2. Questionnaire for orientational meeting] 2 --> 3[3. Orientational meeting] 3 --> 4a[4a. Energy audit] 3 --> 4b[4b. In-depth meeting] 4a --> 5[5. Requesting offers] 4b --> 5 5 --> 6[6. Advising on offers] 6 --> 7[7. Financial advice] 7 --> 8[8. Decision & placing order] 8 --> 9[9. Works] </pre> <p>Note: The light blue boxes indicate steps that may or may not be part of the customer journey, depending of the household's specific situation. Generally, DEL advisors should be flexible and adapt their support services to the customer's needs.</p>

<p>Description of the approach to implement the Investment Programme</p>	<p><u>The Customer Journey individual houses: step-by-step</u></p> <ol style="list-style-type: none"> 1. Active communication 2. Questionnaire for orientational meeting 3. Orientational meeting 4.a. Energy audit 4.b. In-depth meeting 5. Requesting offers 6. Advising on offers 7. Financial advice 8. Decision & placing orders <p>9. Works</p> <p>Through extensive and tailored guidance in their customer journey by the EENergie Drenthe One Stop Shop, the homeowner is able to make informed choices for the work to be performed. As a result, EENergie Drenthe has access to invoices, receipts and the savings for the works executed. It is the task of the appointed EENergie Drenthe advisor to monitor the implementation of the project(s) and the task of the process support team to take care of the collection of invoices and to report to the Province through the Process Coordinator.</p> <p>For the HOAs, the customer journey is based on a number of steps, which are explained below.</p> <p><u>HOA Customer Journey: Concrete steps to far-reaching sustainability.</u></p> <p>Step 1: Motive and orientation</p> <p>Step 2: Feasibility study</p> <p>Step 3: Selection of the executing party for the technical in-depth analysis</p> <p>Step 4: Technical in-depth analysis by structural consultancy firm</p> <p>Step 5: Construction company request</p> <p>Step 6: Elaboration action plan</p> <p>Step 7: Finalising and financing</p> <p>Step 8: Renovation</p> <p>Step 9: Living, management and warranty</p>
<p>Expected results of investments planned</p>	<p>The main estimated impacts are the following:</p> <ul style="list-style-type: none"> • 11 GWh/ year saved • 5 GWh/ year renewable electricity produced • 3,307 t/ year of CO2 saved • 130 FTE are expected to be created.
<p>Leverage factor (Minimum 20)</p>	<p>25</p>
<p>Contract signed</p>	<p>On 20/10/2022</p>
<p>Contact person at ELENA beneficiary</p>	<p><i>Klaas Keun</i> - k.keun@drenthe.nl</p>