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ONLINE GUIDELINES FOR THE CREATION OF A ONE-STOP SHOP FOR ENERGY COMMUNITIES



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EXECUTIVE SUMMARY

This deliverable describes the different steps to set up a One Stop Shop for energy communities, on the basis of the experience gained by the partners of ECOEMPOWER project. These steps cover the mobilization of local stakeholders, the elaboration of a strategic plan, the operational launch of the platform and the implementation of a service offering roadmap. A detailed methodology is provided for each of these steps, and concrete feedbacks from the existing OSS of Association des Centrales Villageoises also illustrate the document. Tips are also given on the implementation costs, the time it takes to set up an OSS and other concrete aspects.

Aim of these guidelines is to help new territories, and especially the replication partners of ECOEMPOWERECOEMPOWER dissemination activities, to create their own OSS without starting from scratch.

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Introduction

OBJECTIVES OF THE WORK REPORTED

Aim of this task was to pave the way for the development of a One-Stop Shop (OSS) in a regional ecosystem, so as to support the development of energy communities. The present guidelines describe the following steps:

- Mobilise stakeholders and draw a strategic plan
- Elaborate a service roadmap, fitting local needs
- Implement the OSS and initiate the operational phase

They are based on the experience gained within the ECOEMPOWER project and the peer-to-peer workshops that were led in September 2024 and February 2025.

STRUCTURE OF THE DOCUMENT

The first part gives a global overview of the steps to follow for the creation of an OSS.

The second part is devoted to the preparation phase:

- mobilization of the stakeholders
- elaboration of a strategic plan

The third part is dedicated to the operational phase:

- Creation of the OSS
- Implementation of the service offering for energy communities

Creating an OSS: objectives and steps

Objective of the OSS is to provide an operational support to the Renewable Energy Communities (RECs) that set up on a territory. Energy communities are supposed to welcome non-professional members in their activities; hence a well-structured and well-tailored support is necessary. They are also supposed to welcome members with a wide variety of backgrounds, consequently it is important not to underestimate the concertation during the preparation phase, so as to develop an OSS that matches the need of everybody.

The graph below reproduces the different steps that were followed in the ECOEMPOWER project by the various regional ecosystems. In terms of timing, the preparation phase takes about 1,5 year if it starts from scratch. The operational phase can start with a reduced service offering and then grow progressively as long as new resources are found.

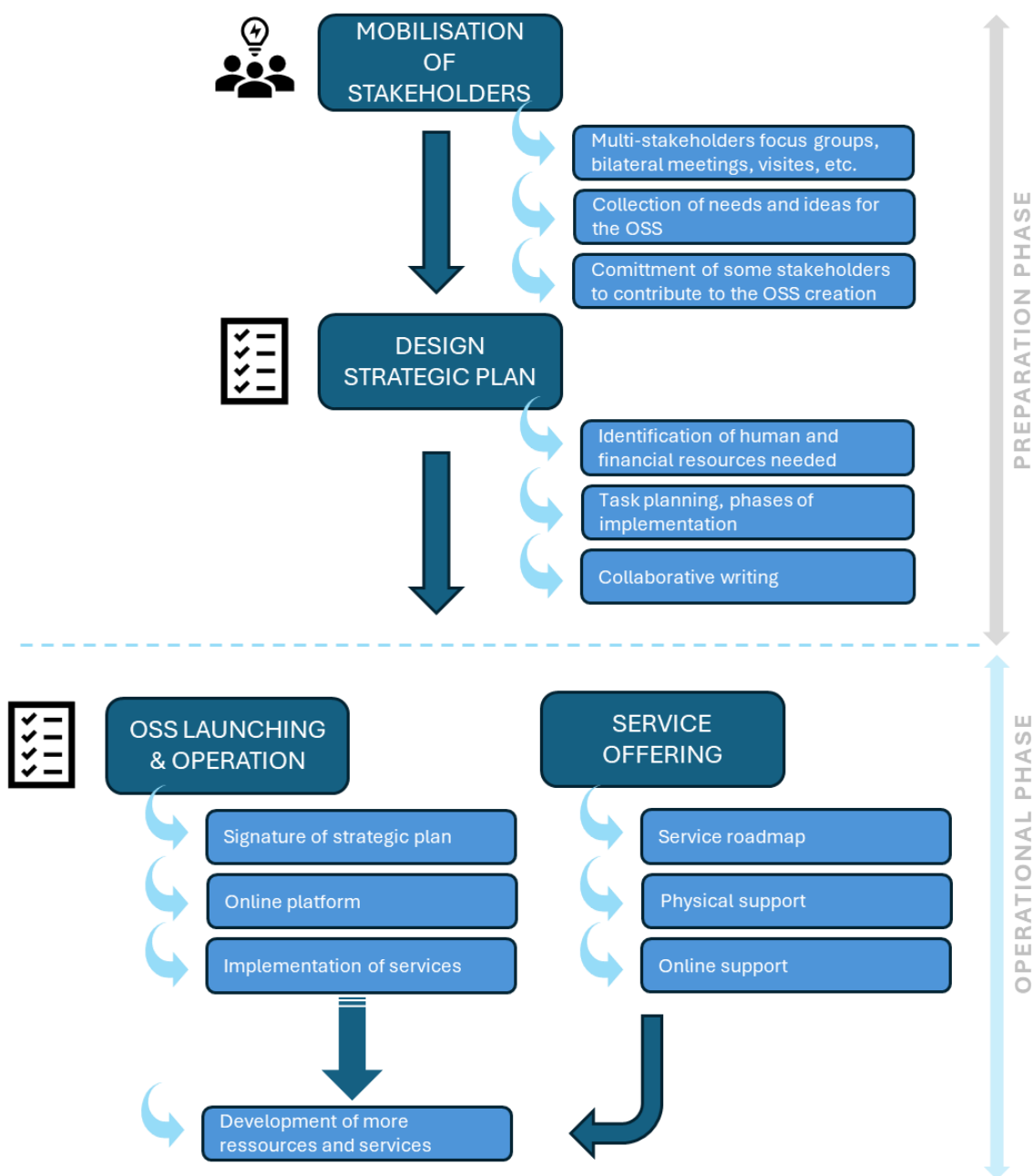
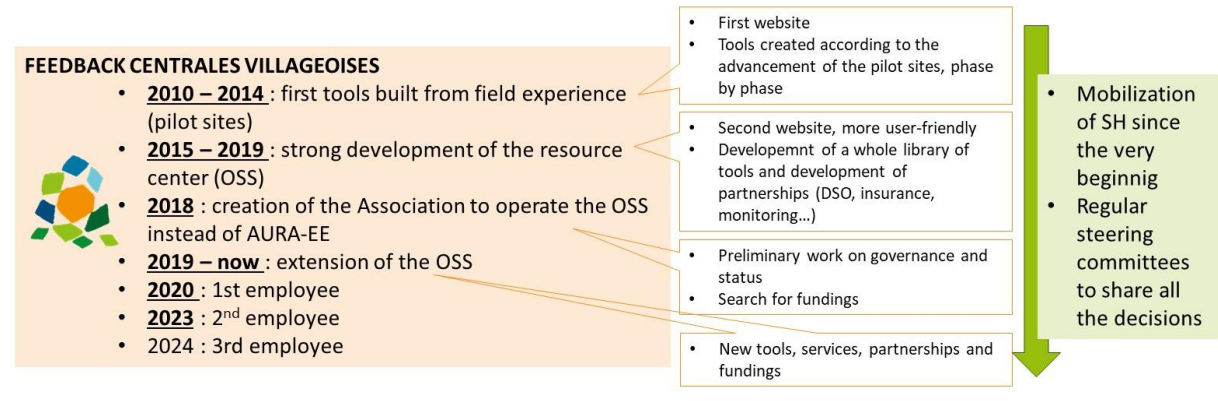


Figure 1 : Main step to create a One-Stop Shop for Energy communities

Feedback from Association des Centrales Villageoises

The creation of the OSS of Association des Centrales Villageoises took several years, and progressively grew up since more resources were obtained to make it run. The diagrams below show the various stages in the process.



Preparation phase

MOBILISATION OF STAKEHOLDERS

The aim of this phase is to make RECs better known by the different stakeholders and to get them interested in the future creation of the OSS. Actually, stakeholders should first recognise the value of creating an OSS and agree on the scope of intervention, before going any further. At the end of this phase, a group of committed stakeholders should be identified to be associated closely to the elaboration of the OSS.

Mobilization of stakeholders: watch points

Mobilization of stakeholders takes time and needs to be tackled with cautiousness. Before starting to get in touch with them, it is important to have in mind a few watch points:

TARGET	WATCH POINTS
CITIZENS	<ul style="list-style-type: none"> • Do not propose elitist tools, be accessible to everybody • Do not talk about money only, enlighten social impact: RECs can contribute to the development of the territory, to the social link, etc.
MUNICIPALITIES	<ul style="list-style-type: none"> • Reassure on the fact that RECs can carry out quality projects • Avoid to politicize the exchanges • Be careful with the partnerships with big companies • Be aware of the resistance municipalities can have towards RECs
LOCAL COMPANIES	<ul style="list-style-type: none"> • Be aware of the links they can have with big companies (RECs are only open to small and medium companies)
ENERGY COMMUNITIES	<ul style="list-style-type: none"> • Offer tools that are easy to understand and use, based on open-source or free solutions. Example: Business plan in Excel sheets without macros, OpenOffice versions, tutorials on website, etc. • Be aware of the legislation that can be a barrier to the development of RES projects (for instance on land planning) • Try to build strong business models

Mobilization of stakeholders: best practices

The best practices which were observed in the ECOEMPOWER project are shared below. They concern both content and form and can be really useful to get more stakeholders involved in the creation of the OSS.

TARGET	BEST PRACTICE
CITIZENS	<ul style="list-style-type: none"> Encourage citizens to visit existing RECs, put them in touch with citizens already involved in RECS, so that they can understand better the way it works and why it's an attractive model Organize webinars of 1h to explain the interest to develop RECs Explain that the OSS will be an opportunity to provide educational tools to facilitate the creation of RECS Take care of the way people are welcome: spend time to explain, to give information, and make easier the understanding of technical topics
MUNICIPALITIES	<ul style="list-style-type: none"> Organize bilateral meetings explaining the benefits RECs will bring to the municipality: reach RES objectives, bring funding solutions, foster acceptability, generate local financial revenues ... Create networking with representatives of municipalities where there are operating REC Valorise the emergence of RECs with local media so that the municipalities are also attracted by the media impact Encourage elected officials to talk with other elected officials involved in RECs
LOCAL COMPANIES	<ul style="list-style-type: none"> Rely on companies' networks (chambers of commerce and industry) Target different sectors like tourism companies
ENERGY COMMUNITIES	<ul style="list-style-type: none"> Explain that they should settle a clear organization with different working groups (communication, legal, technical group...) to go faster Highlight the advantages of a shared governance Develop mentorship between emerging RECs and experienced RECs

Mobilization of stakeholders: advocacy of OSS

RECs are recent in the legislation and lots of people do not precisely understand the way they operate and how they can develop Renewable Energy Sources (RES) projects. Since they are new in the local ecosystems, there is a lack of reliability in this new model. Thus, it sounds really important to share all the arguments in favour of the creation on an OSS so that the activities or RECs are better structured and can answer the expectations of all the stakeholders. It is also important to explain to the stakeholders that their contribution to the elaboration of the OSS is essential for the OSS to be well tailored to the needs.

Arguments on the local benefits of the OSS		Arguments in favour of a shared approach		
<ul style="list-style-type: none"> ↘ OSS helps to develop more RES projects and reach climate objectives 	<ul style="list-style-type: none"> ↘ OSS promote RECs which can use citizens' savings as a lever for financing energy transition 	<ul style="list-style-type: none"> ↘ Share experience and avoid starting from scratch for each emerging REC 	<ul style="list-style-type: none"> ↘ Be stronger to negotiate partnerships by a collective 	<ul style="list-style-type: none"> ↘ Share new ideas in order to diversify the projects done by RECs

			approach, be more visible	
<ul style="list-style-type: none"> RECs can foster local economic development by promoting local companies and employment 	<ul style="list-style-type: none"> OSS can play an educational role and help deconstruct fake news on RES 	<ul style="list-style-type: none"> Rely on shared human resources able to help the project 	<ul style="list-style-type: none"> Share costs (employees, website costs...) 	<ul style="list-style-type: none"> Gain experience from the field
<ul style="list-style-type: none"> OSS can represent a neutral trustworthy local structure and bring stability in RES development 	<ul style="list-style-type: none"> OSS can strengthen the territorial links with a local approach, gaining efficiency 	<ul style="list-style-type: none"> Mutualization of tools, services, skills, collectively updated 	<ul style="list-style-type: none"> Increase the credibility of emerging projects as they can rely on successful projects linked with them by the OSS 	

Mobilization of stakeholders: networking activities

To Mobilise stakeholders, several networking activities can be organized. The more diversified the ways of reaching stakeholders, the greater the chances of getting people on board.

ACTIVITY	DESCRIPTION
Regular steering committee (physical event)	A regular steering committee serves to gather all the stakeholders together, to present the OSS project and to have a shared discussion on the global orientations, the main objectives that have to be achieved, etc.
Workshops	Thematic workshops can be organized to tackle different topics regarding the creation of the OSS : service needed, target groups to focus on, resources to find, structure to be created or not to host the OSS? Etc.
Webinar 1 h	Short webinars can be organized to spread information about RECs: make the regulatory framework better known, give feedback from existing RECs, etc.
Monthly newsletters	Necessary to give updates on the OSS preparation and about the REC network
Bilateral meetings	Bilateral meetings can be more adapt to discuss with elected representatives, companies or any stakeholder who needs to have more information before getting committed.
Survey	Online survey to ask stakeholders about their needs on the OSS. To be efficient, the survey has to propose conditional questions, which are personalised according to the type of user
Pilot site visit	Half-day visit addressed to local stakeholders, on a RES plant developed by a REC, can be an interesting lever to get people more concerned by RECs
“Spiders in the net”	Get people connected through the net and serve as relays to promote RECs, spread information, etc.

Mobilization of stakeholders: innovative formats to discuss with stakeholders and get their feedbacks

Organizing traditional meetings or conferences is not always the best solution to get people interested. Plenty of other formats can be more collaborative and succeed in raising more awareness on an issue. Here are a few tips for that :

- White board with sticky notes: one question is asked, and every participant is asked to make some proposals on a post-it and stick it on a white board. Then the proposals are sorted and a synthesis is made. If the multi-SH groups is organized remotely with a video conferencing tool, a similar approach can be led with tools such as Klaxoon.
- Think-tank sub-groups: the participants are shifted in various thematic groups and each group has to tackle one topic. At the end each sub-group presents the outcome of the reflexion to the others. This method can be useful if there is few time available with many participants: topics are tackled in parallel. It is important in that case that each sub-group contains enough representatives from the various stakeholders.
- Round-table discussion: the presenter introduces a topic and each participant is invited to react and give is mind. This method is preferable is there are not too many participants.



Figure 2 : various formats of meetings used in ECOEMPOWER to discuss with stakeholders

Mobilization of stakeholders: topics to tackle to prepare the creation of an OSS

Here below is a suggestion of topics that can be discussed with stakeholders while preparing the creation of an OSS.

- **The main target group of the OSS :**
 - What is the main target group? The final users? Are we only considering energy communities or other users such as the municipalities, the companies, etc.?
- **The needs of the final users:**
 - Do they expect to find theoretical information or ground-based feedback?
 - Are they interested by any type of RES? By energy efficiency?
 - What kind of information are they searching for: technical tools? Legal support? Partnerships? Financial support?
 - How do they wish to get in touch with the OSS platform: physical meeting? Web consultation? Emails? Chat?
- **What kind of services could be offered by the OSS?**
 - Local RES companies directory
 - Technical tools: Guidebooks on the development of PV / hydro / ...plants, templates of business plans / statutes / etc.
 - Daily hotline to answer the questions of the final users
 - Forum to cross questions / answers of the users
 - General or personalized advice on financial subsidies

- Partnerships with insurance companies, banks, engineering companies, DSOs, etc.
- Regular meetings encouraging networking between local SH, pilot site visits, etc.

• **Operational scheme and business model of the OSS**

- Who are the most entitled SH to operate the OSS? How could the governance be organized?
- What could be the possible business models? What are the financial needs according to the services that have been identified before?
- What funding resources could be activated?
- Mapping of stakeholders
- Which stakeholders are willing to be associated all along the process of the OSS design? And what role do they propose to play afterwards, when the OSS will be fully operational?
- What kind of relation should be designed between the various SH and the OSS? For beneficiaries SH and for contributor SH?

Mobilization of stakeholders: formalizing stakeholder involvement

At the end of the mobilization phase, formalizing the commitment of the stakeholders who will participate in the design of the strategic plan can be useful. In ECOEMPOWER project, commitment letters were asked to ensure that people will keep on supporting the OSS process. A letter template is provided in Annex 1.

ELABORATION OF A STRATEGIC PLAN

Creation of a strategic plan : what is expected?

The strategic plan is a ROADMAP describing the development and operation of the future OSS. It should:

- Identify the TARGETS: citizens, energy communities, companies, municipalities, etc.
- Identify the SERVICES: collection of existing tools, development of dedicated tools or services, networking activities, trainings, etc.
- Identify the FIELDS: all renewable energies / energy efficiency / mobility, technical / legal / financial support, etc.
- Size the BUDGET and necessary RESSOURCES: human resources / sub-contracting, initial deployment / deployment and maintenance
- Settle GOVERNANCE: association of stakeholders, separate or internal entity, etc.
- Propose a PLANNING for the deployment

Creating an OSS is a long-term initiative: It is essential to proceed step by step, there is no point in being over-ambitious in the short term.

In ECOEMPOWER project, it has been suggested to the regional ecosystems to elaborate the strategic plan by structuring the approach around three main pillars, which means that some multi-stakeholders workshops can be organized according to these 3 axes to go further with the elaboration of the strategic plan:

- Mobilization of stakeholders: it is important to keep them involved all along the process
- Creation and maintenance of a resource centre
- Budget and governance

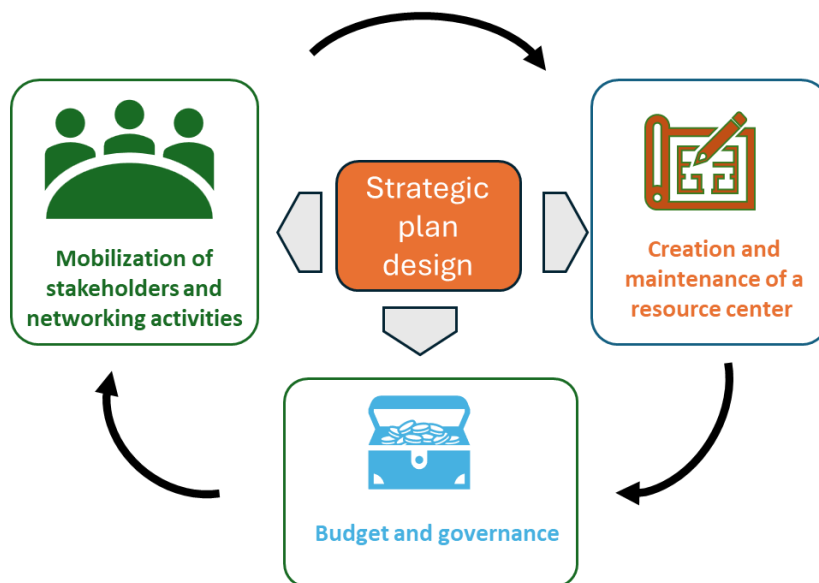


Figure 3 : workshops organized in ECOEMPOWER to prepare the strategic plans

Budget and governance

This issue should be tackled early enough to ensure the OSS will be strong enough to start.

The governance refers to the way the decisions will be taken: definition of a steering committee, frequency of board meetings, weighting of votes; etc. It is recommended that various categories of stakeholders can be represented in the governance since the OSS is addressed to these different stakeholders.

The budget can come from public or private fundings. Paying services can be also proposed. It is recommended to search for various sources of fundings, to get a less risky and more sustainable sustain.

For the starting phase of the OSS the budget has to cover at least:

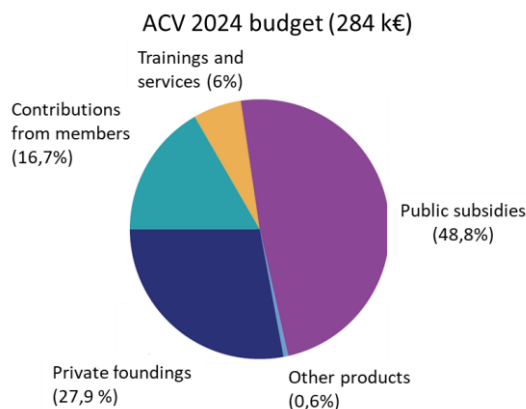
- The creation and maintenance of a website
- The staff costs of a contact person, in charge of the OSS, at least at part time

For the development phase, additional costs will have to be charged

- Sub-contracting costs to develop high-expertise tools (example: legal adviser for contract templates) or to set up thematic trainings
- Additional staff costs to offer personalized support to RECs and develop networking activities

Feedback from Centrales Villageoises OSS

The OSS was initially supported by 100% public funding. After 10 years, the Association was obtained various funding sources, including private contributions, and also collects the subscriptions from its members.



Template of strategic plan

In ECOEMPOWER, a framework for the writing of the OSS was proposed and adapted by all the partners. It can be re-used by any structure willing to build a similar strategic plan for a regional OSS. The template is given in Annex 2.

Operational phase

LAUNCHING THE OSS

Once the strategic plan is achieved, the operational phase can start. Launching the OSS means

- Having obtained all the agreements to create the OSS
- Get the hosting structure ready
- Propose a web platform where all the necessary information can be found
- Having allocated dedicated human resources to operate the OSS
- Communicate on the creation of the OSS

Obtain all the agreements

The strategic plan, once achieved, has to be voted on by the structure who will implement it. This administrative step can be a bit time-consuming but is essential to go further. An example of a signed letter, giving evidence of the creation of an OSS, is provided in Annex 3.

Get the hosting structure ready

Depending on how the OSS will be operated, a structure might be created. In that case, status will have to be written and registered to enable the existence of the OSS. Nevertheless, in the ECOEMPOWER project, all the OSS which were created were hosted by existing structures. Actually, it is probably easier and safer to do so, and expect that the OSS gains more autonomy and confidence, before creating a dedicated structure to host it. Association des Centrales Villageoises in France, before being an OSS, was hosted by the regional agency for energy and environment AURA-EE.

Propose a web platform where all the necessary information can be found

The OSS relies on a web platform where all the information can be found:

- Contacts to get some support
- Tools to be uploaded
- Information on shared services
- Web content on RECs development
- Etc.

Ideally this platform should be fully dedicated to the OSS and should not only be composed of web pages hosted by a bigger website, otherwise there is a risk that the information can be found easily.

This is really essential to plan a small budget to set up such a platform and to get people able to feed it and keep it up to date.

Having allocated dedicated human resources to operate the OSS

The OSS should not be only virtual but also include physical resources to bring support and organize various activities like networking events, site visits for emerging RECs, etc.

This means that some budget must be allocated for these resources when the OSS is launched.

Communicate on the creation of the OSS

To make the OSS be successful, it is recommended to organize a communication campaign and dedicated events which are targeted to the stakeholders which are expected to create RECs.

IMPLEMENTATION OF THE SERVICE ROADMAP

Definition of the service offering

The service offering has to be developed according to a service roadmap which tackles a wide range of topics. From the ECOEMPOWER experience, services can be sorted within the following categories:

- Awareness raising, facilitation and communication
- Capacity building of energy communities and/or local public
- Networking
- Project development assistance
- Aggregation of projects and/or support to commercialisation
- Assistance to policy development

We list below a list of services for each of these categories. Of course, it is up to each regional ecosystem to define the needs and the available resources that can be reasonably used to develop such services, but this list can help have some inspiring ideas.

Awareness raising, facilitation and communication	Capacity building of energy communities and/or local public authorities	Networking
Assistance in organizing a local meeting, developing a communication campaign, etc.	Training sessions on stakeholders’ engagement, project implementation, financing	Coordinating a regional network of energy communities

<ul style="list-style-type: none"> • Sheet to help organise public meetings • Poster templates about energy communities • Powerpoint templates about energy communities and how to build one • Leaflets about energy communities • Training session on communication • Website for each energy community • Images and videos database 	<ul style="list-style-type: none"> • Training session on citizen engagement in energy communities • Training session on energy communities for municipalities • Training session on financing • Subscription form template • Templates of legal documents for subscription • Explanatory sheet about project financing by energy communities • Explanatory sheet about energy communities business model • Explanatory sheet about support mechanism for renewable energies • Diagrams showing the chronology of an energy community project • Sheets and training sessions on self-consumption • Explanatory sheet about company management • Templates for compliance with formalities (minutes of general meeting, register of shareholders, etc.) 	<ul style="list-style-type: none"> • Organisation of an annual meeting of energy communities • Organisation of regular webinars for energy communities • Capitalising on experience feedback in fact sheets • forum or mailing list for direct exchanges between energy communities • Setting up mentoring between new energy communities and older ones • Regular newsletter to inform energy communities of OSS info and regulatory news • charter setting out the commitments of the energy communities supported by the OSS
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Project development assistance	Aggregation of projects and/or support to commercialisation	Assistance to policy development
Assistance in: developing the business plan and financial tools, defining the legal structure and governance rules, carrying out the technical feasibility, understanding the permitting procedures, etc.	Providing access to cooperation framework agreements with banks, insurance companies, accounting services, solution providers, DSOs	Assessing regional needs, benchmarking with other regions/countries, policy recommendations
<ul style="list-style-type: none"> • template of company statutes for RECs • business plan simulator • business plan review service • guide for selecting roofs to be equipped • Template of technical specification for external assistance • Explanatory sheet about administrative procedures • Templates for administrative procedures • Hotline service for energy communities • Explanatory sheet about the creation of the energy community legal entity • Template for leases • Explanatory sheet about production sites maintenance • Tutorial for grid connexion request 	<ul style="list-style-type: none"> • Partnership with banks • Partnership with an insurance company • Partnership with an accounting office • Partnership with the DSO • Databases about existing production sites of all energy communities gathered by the OSS (equipment used, price, etc.) 	<ul style="list-style-type: none"> • Regular survey of energy communities to identify needs • Partnerships with other entities which support energy communities locally • partnerships with the energy syndicates (local authority which gathers municipalities for the grid operation) • supply of advocacy materials to energy communities

Defining priorities

The services of the OSS can be more or less easy to develop due to high costs, high level of expertise required, time needed to be achieved, etc. Moreover, some all the services might be less useful and urgent than others. Then it is recommended to classify the various services according to a priority scale and then to start by developing the easiest and most useful services.

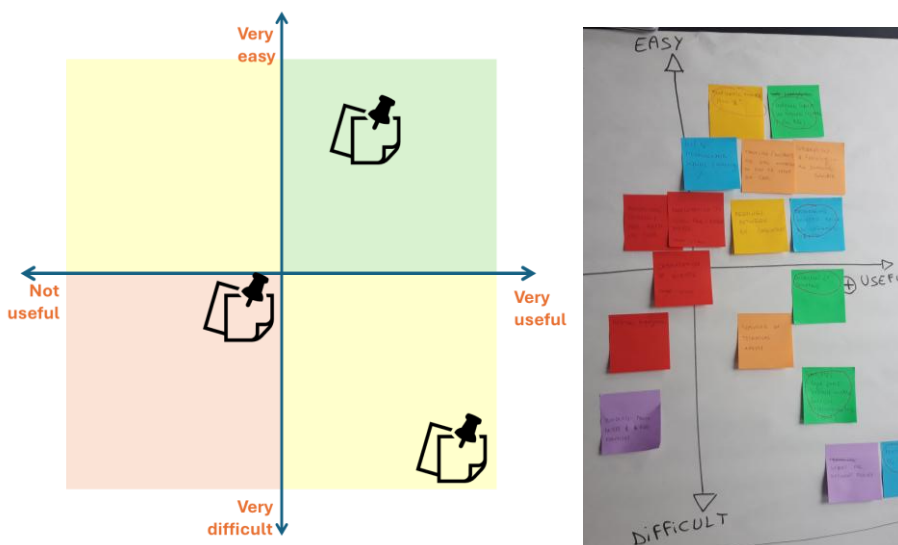


Figure 4 : graph used in ECOEMPOWER workshop to define the priorities of the service roadmap

Feedback from Association des Centrales Villageoises

Association des Centrales Villageoises has developed many tools for the energy communities of its network. They are presented below and can serve as inspiration for other structures.

List of tools from Centrales Villageoises OSS

Awareness raising, facilitation and communication	Capacity building of energy communities and/or local public authorities	Networking
<ul style="list-style-type: none"> • Sheet to help organise public meetings • Poster templates about energy communities • PowerPoint templates about energy communities and how to build one • Leaflets about energy communities • Training session on communication • Website for each energy community <p>Images and videos database</p>	<ul style="list-style-type: none"> • Training session on citizen engagement in energy communities • Training session on energy communities for municipalities • Training session on financing • Subscription form template • Templates of legal documents for subscription • Explanatory sheet about project financing by energy communities • Explanatory sheet about energy communities business model • Explanatory sheet about support mechanism for renewable energies • Diagrams showing the chronology of an energy community project • Sheets and training sessions on self-consumption • Explanatory sheet about company management • Templates for compliance with formalities (minutes of general meeting, register of shareholders, etc.) 	<ul style="list-style-type: none"> • Organisation of an annual meeting of energy communities • Organisation of regular webinars for energy communities • Capitalising on experience feedback in fact sheets • forum or mailing list for direct exchanges between energy communities • Setting up mentoring between new energy communities and older ones • Regular newsletter to inform energy communities of OSS info and regulatory news • charter setting out the commitments of the energy communities supported by the OSS

Project development assistance	Aggregation of projects and/or support to commercialisation	Assistance to policy development
<ul style="list-style-type: none"> • template of company statutes for RECs • business plan simulator • business plan review service • guide for selecting roofs to be equipped • Template of technical specification for external assistance • Explanatory sheet about administrative procedures • Templates for administrative procedures • Hotline service for energy communities • Explanatory sheet about the creation of the energy community legal entity • Template for leases • Explanatory sheet about production sites maintenance • Tutorial for grid connexion request 	<ul style="list-style-type: none"> • Partnership with banks • Partnership with an insurance company • Partnership with an accounting office • Partnership with the DSO • Databases about existing production sites of all energy communities gathered by the OSS (equipment used, price, etc.) 	<ul style="list-style-type: none"> • Regular survey of energy communities to identify needs • Partnerships with other entities which support energy communities locally • partnerships with the energy syndicates (local authority which gathers municipalities for the grid operation) • supply of advocacy materials to energy communities

Organizing the tools and keeping them updated by Centrales Villageoises OSS

To make it easier for the RECs to find the tools in the shared library, a clear naming was chosen as follows: tools are named according to the project phase, theme, a number, and a short description.

Examples : ANIM_JUR_06_LIVRET_CREATION_SOCIETE ; DEV_FIN_01_FICHE_FINANCEMENT, EXPL_TECH_04_FICHE MAINTENANCE

Having a tool library also means: being able to bring assistance when RECs ask questions, being able to explain them through training session (especially for complex topics such as business or legal models), and keeping them up to date, taking into account regulation changes for instance. In 2024, the ACV staff

- responded to ≈ 1100 requests from members of our network (Associated time : ≈ 55 working days)
- created 13 new tools and updated 40 tools (Associated time : ≈ 32 working days)
- organised 19 training sessions on various topics (collective self-consumption, financial, mobilisation, etc.) :

Associated time : ≈ 75 working days, associated costs (external assistance and organisation costs) : ≈ 27k €

Conclusion

Creating an OSS is a long-term process that needs to be implemented step by step and to rely on a solid base validated by a large range of stakeholders. The commitment of public bodies is essential to make the emergence of an OSS possible, as well as the involvement of the local stakeholders (local companies, NGOs, citizens, etc.)

The experience gained in ECOEMPOWER has shown that the mobilization phase is the most important and the longer one and must not be under-estimated. The project also demonstrated that the support of an existing public-owned structure is helpful to host the OSS in the first times before letting it become more autonomous.

The methodologies and tips that were presented in this document are all based on real experience and can be of great use to any regional ecosystem that wishes to launch an OSS for energy communities. Nevertheless, each situation is unique and requires a tailored approach to match with the local needs.

List of Abbreviations

DSO: Distribution Service Operator

OSS: One-Stop Shop

PV: Photovoltaics

REC: Renewable Energy Community

RES: Renewable Energy Sources

SMEs: Small and Medium Enterprises

ANNEX 1: TEMPLATE OF COMMITMENT LETTER

Declaration of interest

Dear [contact of project partner],

I am happy to confirm our interest for the design and implementation of a regional One Stop Shop for energy communities.

Our structure would be interested to be a [contributor / beneficiary] of the OSS services.

[If beneficiary]:

As a [type of structure: energy community, local public authority, etc.] we are mostly interested by the following services: [to be completed]

[If contributor]:

As a [type of structure: consulting company, local authority, bank, etc.] we are mostly interested by contributing to the following services: [to be completed]

We will support [project partner] in the design of the strategy to build up the regional OSS and look forward to a successful cooperation.

(The undersigned is the official authorised representative of [Organisation]).

Organisation

Name

Title

Signature

Date

ANNEX 2: TEMPLATE TO DESIGN A STRATEGIC PLAN

Introduction

This strategic plan has been written within the frame of ECOEMPOWERECOEMPOWER Life project. It is based on a large concertation of the stakeholders led between [dd/mm/yyyy] and [dd/mm/yyyy]. This concertation enabled [name of partner] to identify better the outlines of the OSS and the way it should be operated. This plan has been presented and discussed with [.....] who approved it on [dd/mm/yyyy].

The list of the stakeholders which have been involved in the discussion can be found in Annex [xx].

Context on energy communities

Energy communities have been introduced by the European directives 2018/2001 and 2019/944 with the objective of empowering local actors to access energy markets. The member States have translated these definitions and for [name of country] it has led to the following regulations :

- Law [XXX]
- Decree [XXX]

Fostering energy communities is necessary to reach the objectives on energy transition, to improve the local acceptance of RES projects, to facilitate the fundings of projects, etc.

Presently, in the national regulations, energy communities are defined as [complete with short definition corresponding to the national context].

In [name of region], there are actually [xxx] energy communities which are developing [say a few words on the type of RES projects which are being developed].

[If possible stick a map of the existing RECs]

From the discussions that have been previously led, the main issues and needs have been identified

- [List all the needs of the RECS you have identified, need for administrative guidelines, need for financial support, need for networking activities]
- Etc.

Why develop an OSS?

A One Stop Shop will bring a lot of added value on the territory and strongly foster the development of energy communities. The main arguments are reminded below.

Local benefits of an OSS		Interest of a shared approach	
<ul style="list-style-type: none"> ▸ OSS helps to develop more RES projects and reach climate objectives 	<ul style="list-style-type: none"> ▸ OSS promote RECs which can use citizens' savings as a lever for financing energy transition 	<ul style="list-style-type: none"> ▸ Share experience and avoid starting from scratch for each emerging REC 	<ul style="list-style-type: none"> ▸ Be stronger to negotiate partnerships by a collective approach, be more visible
<ul style="list-style-type: none"> ▸ RECs can foster local economic development by promoting local 	<ul style="list-style-type: none"> ▸ OSS can play an educational role and help deconstruct fake news on RES 	<ul style="list-style-type: none"> ▸ Rely on shared human resources able to help the project 	<ul style="list-style-type: none"> ▸ Share costs (employees, website costs...)

companies and employment			
<ul style="list-style-type: none"> ▸ OSS can represent a neutral trustworthy local structure and bring stability in RES development 	<ul style="list-style-type: none"> ▸ OSS can strengthen the territorial links with a local approach, gaining efficiency 	<ul style="list-style-type: none"> ▸ Mutualization of tools, services, skills, collectively updated 	<ul style="list-style-type: none"> ▸ Increase the credibility of emerging projects as they can rely on successful projects linked with them by the OSS

Scope of the One Stop Shop (OSS)

The OSS aims at supporting the development of energy communities through the implementation of shared tools and services.

The geographical scope of the OSS is : **description of territory**

The targeted beneficiaries of the OSS are **[keep the fields which are concerned]**:

- Energy communities
- Municipalities which want to be part of or want to support an energy community
- Local companies which want to be part of an energy community
- Local citizens want to be part of an energy community
- Professional entities which want to propose services to energy communities

The OSS will support the development of energy communities bearing projects on **[keep the fields which are concerned]**:

- Renewable electricity
- Heating districts

OSS's offer

The OSS aims at developing the following offer **[Keep what is planned and complete the list]**

- A web platform with some dedicated information on energy communities
- Regular networking activities to share experience, make RECs known and mentor each other, make RECs meet experts and professional structures, etc.
- Regular workshops to bring information on specific items (regulatory framework, incentives, technical solutions, etc.)
- Daily hotline to answer the questions asked by the CERs or the entities which want to create a REC
- Tools to help develop RES projects (business plan templates, statutes, guidelines, etc.)
- Shared services to help RECs develop RES projects (insurance policy, bank partnership, other technical partnerships...)
- Other: **XXXXXXXXXX**

Operation of the OSS

The OSS will first be operated by **[description of entity]**. This structure is an **existing one / will be created specially** to host the OSS. This operational scheme is expected **to change / to stay** unchanged at **short/mid-term**.

The governance of the OSS is represented by the following entities and persons :

- Name entity / Name person / Role
- Name entity / Name person / Role
- Name entity / Name person / Role
- Etc

They plan to meet every **xxx** months to discuss about the OSS operation and to plan further developments.

[to be completed : more description on the way decisions will be taken, the way conflicts might be solved, the potential assemblies to organize every year, the follow-up that will be set up to check the advancement of the strategic plan implementation, etc.]

Business model

The tools and services of the OSS will be available

- For free
- On payment by the users
- Both, depending on the service

Planning of the implementation

The development of the OSS is scheduled over **xx** phases which will be implemented over **xx** years. The planned phases are the following:

- **20xx – 20yy: description of activities**

Description of the activities which will be first proposed, the tools and services that will be available, the publics which will be targeted, etc.

- In particular: say when the OSS will be officially launched and a website addressed communicated

Description of human resources: describe the human resources that will be dedicated to the OSS (full-time equivalent), their skills and backgrounds, etc.

- In particular: say if people will be recruited for the OSS

Description of budget : describe the expected expenses and incomes and the way the budget will be balanced

- In particular : say how these fundings will be used

- **20yy – 20zz: description of activities**

Description of the activities which will be first proposed, the tools and services that will be available, the publics which will be targeted, etc.

Description of resources: describe the human resources that will be dedicated to the OSS (full-time equivalent), their skills and backgrounds, etc.

Description of fundings: describe the budget that will be dedicated to the OSS (in €/year) and the fundings that will be searched for to maintain the OSS (public, private, regional or national level, etc.). Say if paying services could be further developed or not

- **20zz- 20aa: description of activities**

Description of the activities which will be first proposed, the tools and services that will be available, the publics which will be targeted, etc.

Description of resources: describe the human resources that will be dedicated to the OSS (full-time equivalent), their skills and backgrounds, etc.

Description of fundings: describe the budget that will be dedicated to the OSS (in €/year) and the fundings that will be searched for to maintain the OSS at long-term (public, private, regional or national level, etc.). Say if paying services could be further developed or not.

ANNEX 3 : EXAMPLE OF LETTER GIVING EVIDENCE OF THE OSS CREATION



Energie- und
Umweltzentrum Allgäu

ECOEMPOWER Official Letter on the establishment of an One Stop Shop

We, the Energie- und Umweltzentrum Allgäu (eza!), hereby confirm the establishment of a One Stop Shop (OSS) in the context of the EU-Life Project ECOEMPOWER. The purpose of the OSS is to support regional energy communities.

The underlying webpage was published on 04.02.2025:
<https://www.eza-allgaeu.de/kommunen/energiegemeinschaften>

The webpage provides a variety of information about energy communities in Germany, especially in the Allgäu region. It is targeted at existing or future energy communities, interested municipalities and companies as well as engaged citizens. According to the target group, the language is German.

eza! as representative of regional ecosystem of the Allgäu (RE3) will host and operate the OSS:

Energie- und Umweltzentrum Allgäu gemeinnützige GmbH
Burgstraße 26
D-87435 Kempten (Allgäu)

eza! is an energy agency in the Allgäu region and was founded 1998. The OSS is therefore built on an already existing structure and a network of stakeholders. Therefore, the existing structure of the eza!-Website was made use of.

The establishment of the OSS is based on the current **strategic plan**, which was created as of 31.01.2025 and can be find attached. It shows the planned business model of the OSS: regional context, motives, scope, offer, personnel operation, services, funding and costs as well as the gradual implementation plan.

Martin Sambale
Managing Director

Annex

OSS Strategic Plan eza! of 31.01.2025

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