



PORTUGAL

Lessons learned from one-stop shops

- The energy renovation sector in Portugal is undergoing significant development, Portugal aims to increase the percentage of buildings renovated by 70% by 2030, compared to the existing buildings in 2018.
- One-stop shops (OSS) have been implemented rapidly and act as centralised hubs, providing support and resources for homeowners, businesses, and stakeholders involved in energy renovation initiatives.

Insights from existing OSS

- Engage with key stakeholders: an outreach strategy at **the local level** is necessary- local actors and associations play a vital role in engaging with the community, **building trust** in the process, facilitating energy audits, and identifying households in need of services.
- Overcome challenges such as homeowners' lack of trust and interest in energy efficiency, applying to financing schemes, and low municipal engagement, by **implementing targeted strategies** to suit the specific needs and characteristics of different groups.
- For digital services - address IT and technical restrictions, including delays in platform development. **Continuous innovation** is essential to address evolving user needs and enhance platform functionality.

