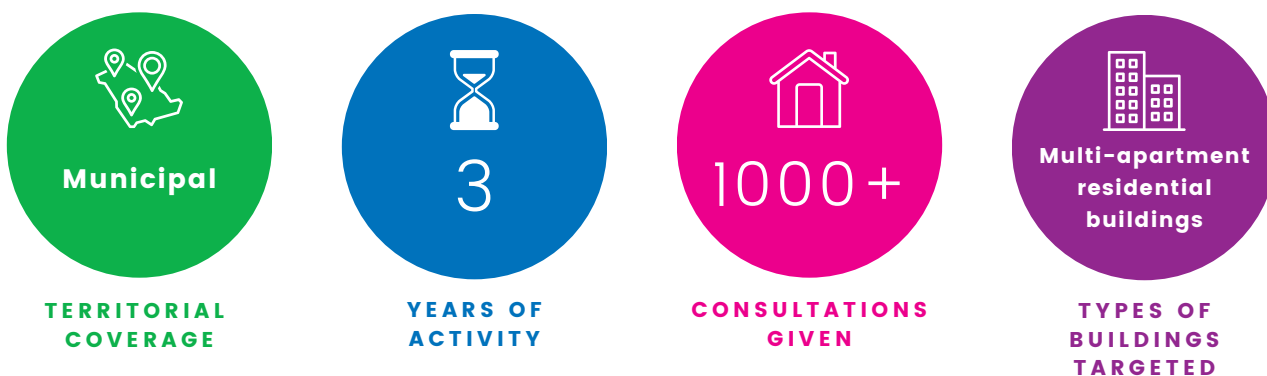


OVERVIEW

Riga Energy Agency was created in 2007 as an autonomous department of the municipal administration of Riga. It began providing integrated home renovation services (IHRS) in November 2021, at first general information only, to which it added technical support for the elaboration of renovation projects in 2024, growing from an initial team of two employees to eight as of 2025.

Most of the IHRS provided by the agency concerns the deep renovation of multi-apartment residential buildings from the soviet era, which make the majority of the city's residential stock.



SERVICES

- **Informative consultation (remote consultations, phone calls, visit on site):** information about grants, district-level regulations on heating systems, etc.
- **Energy audits**
- **Drafting of the renovation plans**
- **Thermographic imagery**

FINANCING THE IHRS

The totality of the integrated home renovation services of Riga Energy Agency is funded by the municipality and the EU - since part of their activities are carried out within the frame of EU projects (ELENA, Horizon 2020, and LIFE Programme).

IMPACT OF THE IHRS OF RIGA ENERGY AGENCY

 100+

Packages of technical documentation supported

 30+

Building applications for deep renovation



40+

People trained in renovation project management

CUSTOMER JOURNEY

- **Initial contact** from an apartment owner
- The apartment owner **invites Riga Energy Agency to the homeowner association meeting of their building for them to explain the project** to the other residents
- Residents make a **majority decision in favour of a renovation project**
- **Preparation of technical documentation and application for grants (1 year)**
- **Construction (1 year)**
- **Total length: 2-3 years**, depending on the time taken by the residents to reach a majority decision, or several if additional costs are revealed along the way.

THE SUCCESS OF RIGA ENERGY AGENCY

As a public institution providing IHRS for free, Riga Energy Agency knows full well that cost is but one of the factors limiting demand, which is why it successfully perfected its customer interaction by making it more digital and humane.

Remote consultations enabled the agency to scale its operations way beyond what would have been possible with in-office meetings only and brought customers with sufficient digital literacy to easily navigate the administrative processes of home renovation.

In conjunction with digitalization, the dedication of Riga Energy Agency to keep a humane approach to their customer service proved critical to address the many sources of tension that can grind renovation projects to a halt.

