

OVERVIEW

EKPIZO is a Greek consumer rights association with over 5.000 members, active on matters of energy efficiency and energy poverty since 2017. In 2023, they set out to establish a one-stop-shop (OSS) in Athens with the assistance of REVERTER, an EU project funded by the LIFE CET programme, eventually delivering home renovation services as of April 2024. EKPIZO's OSS operates on a typical facilitation model, providing information on home renovation and the associated subsidies to vulnerable households of Athens, in collaboration with the social services of municipalities.



SERVICES

- **General information provision**
 - on the OSS's website (digital OSS - www.energeiakistegi.gr)
 - in the consumer association's newsletter and email to its members
 - through visits to vulnerable households indicated by the municipal social services
- **Orientation towards relevant subsidy schemes** during meetings at the one-stop-shop office (open two afternoons a week)
- **Visits of the residence to provide advice on the necessary renovation works**

FINANCING THE OSS

As a pilot OSS of the REVERTER project, EKPIZO has its OSS fully funded by the LIFE CET programme since their launch in April 2024 and up until October 2025. In return, EKPIZO conducted 790 visits to vulnerable households by the end of the support period and remain active for at least five years afterwards. EKPIZO is currently seeking assistance from the Greek state to continue operating the OSS beyond October 2025.

THE REACH OF THE EKPIZO OSS

600 Home visits 330 OSS office visits 3700 digital OSS visits

CUSTOMER JOURNEY

- **First contact**

- OSS personnel and trained volunteers of the consumer association **visit the vulnerable households** indicated by the social services of the collaborating municipality at their place of residence.

OR

- **the consumer initiates contact** via a form on the website of the OSS, at fairs and other events organized by the municipalities, or through the newsletter the consumer association sends to its members.
- **Meeting with an advisor at the OSS's office (+15 min)** who orients them towards a specific funding scheme based on the information given on the residence and renovation project by the customer.
- If the customer is still interested in renovation, **an employee of the OSS visits their homes to finalize the details of the renovation project (2-3 hours).**
- The OSS **occasionally assists the customer with preparing their application for subsidies**
- **Total duration: 4 weeks**

LEARNING FROM EKPIZO

Despite its recent creation, the EKPIZO's OSS experienced insightful success and difficulties in assisting vulnerable households. It managed to effectively reach vulnerable households with its proactive approach of home visits, which prompted almost the totality of the 330 meetings at the OSS offices as opposed to their online communication. The massification of said home visits was itself enabled by its members and the cooperation with the municipal social services. However, the OSS often lacked government schemes to redirect vulnerable households to: in more than a year of operation, there had only been the "Exoikonomo 2025" programme, from January to April of the same year. The program also had very restrictive requirements, notably reserving 95% of its funds to households earning less than €10,000 a year, which nonetheless had to pay the remaining costs upfront. As a consequence, 3 out of 7 households assisted by EKPIZO with their application to the program abandoned the process because of financial constraints.

