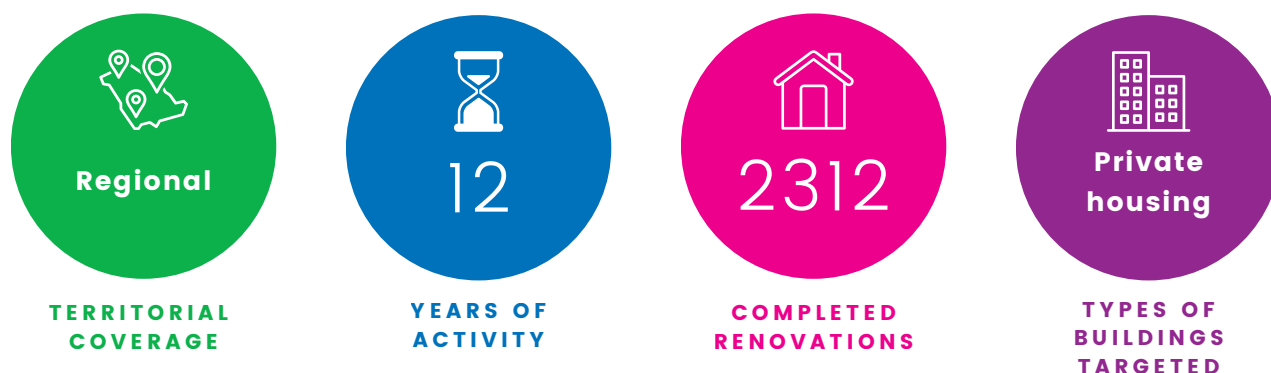


OVERVIEW

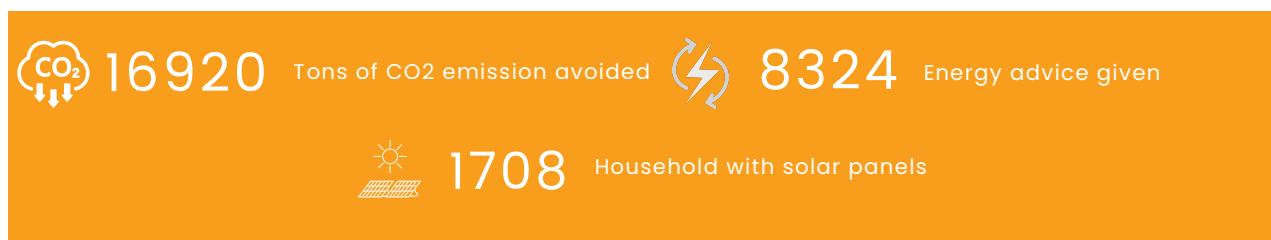
Energent is a citizen-owned cooperative operating in the Belgian province of East-Flanders and its surroundings. Established in 2013 as an energy community investing in renewable energy production projects, it began providing integrated home renovation services (IHRS) in 2015, in a partnership struck with a couple of municipalities. By 2020, Energent had progressively developed the operational capacity, technical expertise, and strategic contractor partnerships required to deliver a fully integrated, one-stop support model.



SERVICES

- Services consist of several building blocks. Their combination forms the 4 main service packages of Thuisbasis: Zonnestad, Warmtewijs, Renovatiekompas, Groepsaanbod Renovatie.
- Solar advice (PV, battery systems)
- Renovation Cost Calculation
- Heat study
- Quotation guidance: quotation requests, quotation comparison, negotiating with contractors
- Selection of a contractor from a set of Energent partnerships brokered to guarantee quality work at fixed or advantageous prices.
- Joint purchases
- On-site assessment of the completed works.
- Collective renovation trajet

IMPACT IN IHRS



FINANCING THE IHRS

The income of the cooperative is structured around its 3 main pillars: investments in renewable energy projects, IHR services and (EU) funded innovation projects.

The large majority of the IHRS provided by Energent are fully funded by local, regional, and national governments, although customers can pay an additional fee for post-renovation check-ups or more extensive guidance. Energent asks operational contribution from their partnership contractors on any renovation work contract they brokered. On top of the aforementioned expenses, Energent pays its 2500 shareholders a dividend whose amount determined at the annual general assembly is up to 3%.

CUSTOMER JOURNEY

Light renovation

- Initial contact by the customer through the Energent website.
- Energent sets up a **meeting between the customer and one of their partner contractors** at the latter's residence to assess the cost of the renovation works.
- Energent checks the quotation provided by the contractor: does it meet the required quality and set pricing.
- Once the works are completed, Energent offers the **opportunity of a visit from one of their advisors** in order to assess the work done and the potential for further renovation.

Deep renovation

- Initial contact by the customer through the Energent website or local Energy House.
- Energent's renovation **advisors visit the homeowner and develop a renovation plan**.
- If requested by the customer, the advisor makes a detailed quotation request for a partner contractor.
- Energent checks the quotation provided by the contractor.
- Once the works are carried out, the customer can **request an inspection of the works by the advisor**.

THE SUCCESS/TIPS FROM IHRS

Energent's local presence and accessibility set it apart as a trusted partner. By being nearby and always approachable, the company builds strong relationships within the community, ensuring that support is never out of reach. The company's focus on affordability and equity ensures that sustainable solutions are accessible to everyone. Additionally, Energent's neutral guidance and collaboration with trusted contractors guarantee high-quality, reliable outcomes for all stakeholders.

