

# CASE STUDY

C - ONE STOP SHOP FOR ENERGY  
EFFICIENCY IN RIGA, LATVIA

*Riga city municipality agency "Riga  
Energy agency"*



# RIGA CITY MUNICIPALITY

- **Riga city has the biggest need to renovate houses - more than 6000**
- **Poor overall results in comparison to other cities, lack of political support**
- **One stop shop as the main promoter of implementing energy efficiency projects**
- **Great performance of municipal agency in making changes and convincing decision-makers**



## PITCH-TALK SUMMARY

Riga city has the biggest need to renovate houses - more than 6000 multi-apartment houses. At the same time Riga has showed poorest overall results in comparison to other cities and lack of political support so far. Riga city is the first municipality in Latvia that has created a one stop shop (OSS) devoted to energy efficiency in 2023. Most of the municipalities are consulting their inhabitants in energy efficiency matters but such one stop shop is the next step. One of the biggest OSS needs is not only to consult, but promote energy efficiency.



# CASE CONTENT AND ISSUE

Latvia has a substantial volume of run-down housing from which most is older than 50 years. Co-ownership of these houses and the need to make decisions with support of majority residents often are delaying implementation of renovation projects. Riga city is the capital of Latvia – has the biggest number of inhabitants and also the biggest housing stock. Due to very diverse society also political lead and priorities have been changing over the years. However, in comparison with other municipalities, creating modern, quality, energy efficient housing environment has not been the political priority in Riga at least for the last ten years.

26% or 423 ktCO<sub>2</sub> of total CO<sub>2</sub> emissions in Riga in 2020 were created by housing sector. Goal for 20230 set in SECAP is to reduce CO<sub>2</sub> emissions for 30%, therefore without society involvement reaching goals is not possible.

Energy spending chart in Riga in 2020 shows housing sector used 3115 GWh or 31% out of total:

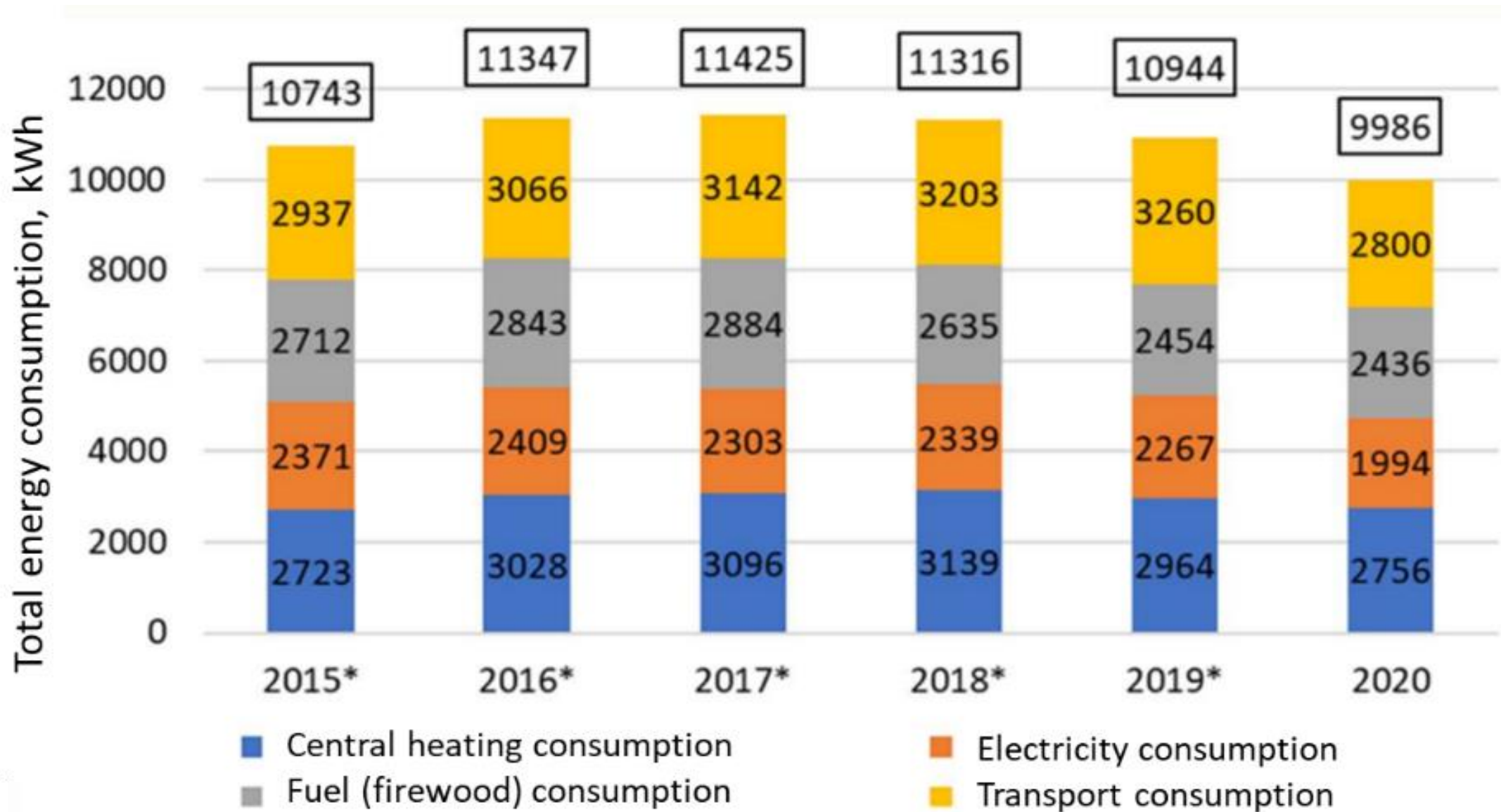
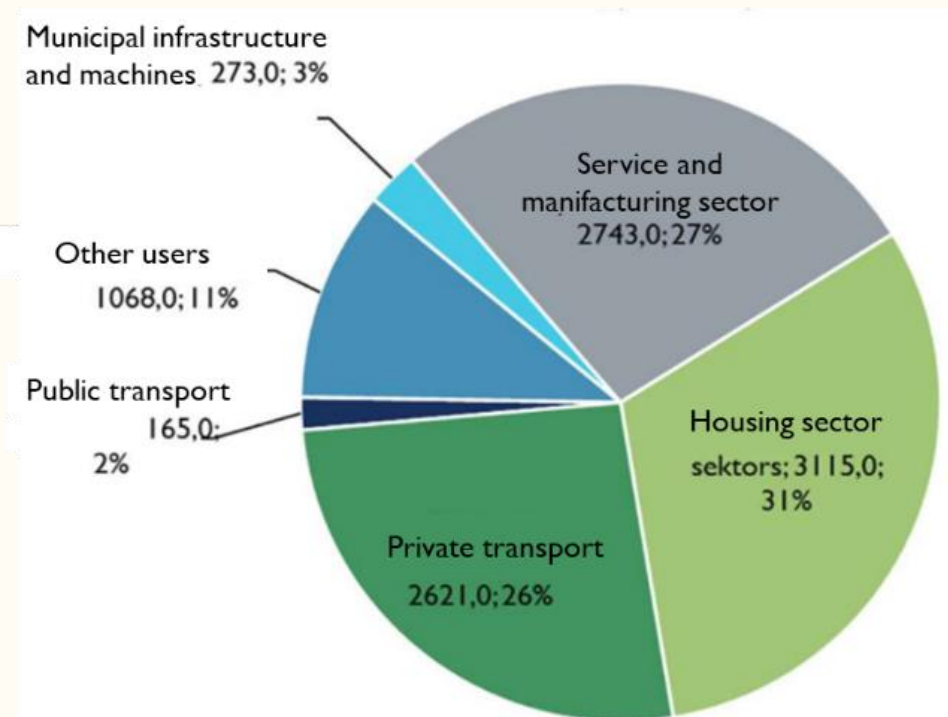


Figure 1. Total energy consumption dynamics 2015-2020, Riga energy agency

Riga energy agency sees that the biggest challenges in city is transport, housing and district heating sector. As for housing sector the main issues are the low technical condition, more than 6000 houses still need to be renovated, and housing sector spends the highest amount of energy. Although the share of renewable energy resources in the city's district heating system was 31,8% in 2020, zero emission technologies are required for heat supply.

Figure 2 shows in 2020 housing sector used 3115 GWh or 31% out of total:



The main issues in housing sector so far have been:

- low activity of residents in forming associations and renovating buildings;
- the available co-financing is not used actively enough;
- failure to agree on joint decision-making (50%+1 vote);
- low awareness of residents about heat energy saving and energy efficiency solutions.

Riga energy agency as municipal institution has been a true game changer in the city – they have implemented countless number of activities to promote energy efficiency for apartment owners to make positive decisions about executing renovation projects. This case shall be an example for other municipalities which are seeking for creating their own one stop shops.

Figure 2. Energy consumption division in Riga, 2020, Riga energy agency

# SOLUTIONS APPLIED

Riga energy agency has been participating in all RoundBaltic discussion events, as well as has been part of RoundBaltic Advisory Board. Therefore, they have been sharing their ideas and plans since the start of the project. Creating a branch for promoting energy efficiency and consulting house owners about renovation process has been executed on a smaller level. Knowing the high needs, very slow decision making and development process, bigger steps were needed to take. As part of EU LIFE programme project “REVERTER” Riga energy agency in 2023 created digital one stop shop “Riga energy efficiency information center” (<https://renove.lv/>).

Renove.lv as an energy efficiency information center provides informative support to residents of Riga on the way to renovation or renovation of multi-apartment buildings. Their main tasks are to help the residents of Riga:

- learn all the details of building renovation,
- offer information on all support options,
- to improve the quality of life and environment of Riga residents,
- reduce heat energy costs.

Renove.lv provides:

- consultations - free online and face-to-face consultations before and during renovation;
- information campaigns – implement various types of informational measures for citizens;
- financial support options – provide information on available financial support options;
- tools, resources and documentation – collected comprehensive information and sample documents to be submitted.

Renove.lv calls for energy ambassadors – persons who, based on the principle of voluntariness, want to get involved in the implementation of the project in order to gain in-depth knowledge about energy efficiency and pass it on to representatives of vulnerable households in Riga, thus helping to achieve energy efficiency goals in Latvia.

Riga city council approved Riga Sustainable Energy and Climate Action Plan (SECAP) in May 2022. SECAP provided comprehensive analysis and set the following action points and goals in energy efficiency until 2030.

Besides OSS Renove.lv Riga energy agency has created other support instruments – financial support to create technical documentation, climate platform, energy management tool and more. Riga energy agency takes part in neighborhoods and community events, organizes radio broadcasts to reach as much citizens as possible.

# RESULTS

OSS has started work only in 2023 and the results will be seen in the amount of renovated multi-apartment houses. Until 2023 2000 houses have been renovated, and 20% of heat energy has been lowered for houses attached to district heating network.

As from data provided by Finance institution ALTUM in the period from 2017-2023 total 93 multi-apartment houses have been renovated or the process has started in Riga. These 93 buildings have applied for 50% grant support, warranty and loan support from ALTUM.

Main results for all 93 multi-apartment houses:

- the total investment reached 60 913 777 EUR from which 50% were granted from EU funds;
- the total amount of CO2 emissions per year is 4492,2 tons which is 43% less than before renovation (CO2 savings - 3413 tCO2);
- the total heat energy savings for heating per year is 8,321 MWh;
- the average spent heat energy before renovation was 151,9 kWh/m<sup>2</sup> per year, after renovation the average is 62,43 kWh/m<sup>2</sup> which is 41% saving.



# LESSONS LEARNED

- Political support and energy efficiency in the agenda of decision makers is very important – even though Riga as capital had even bigger financial support possibilities than other municipalities, it has been far behind others in multi-apartment housing renovation process.
- Only proactive work and active, including communication by Riga energy agency has raised awareness about energy efficiency matters of Riga citizens.
- Creation of one-stop-shop for energy efficiency information in Riga has finally compiled all the necessary information, resources and capacity in one center, that is way easier to communicate renovation process to the society and reach set goals.
- Such one-stop-shops should be created on regional level or in other municipalities in Latvia

We see this one-stop-shop example can be analyzed further in RoundBaltic project for creating roadmaps for future. During RoundBaltic regional roundtables Riga energy agency has already shared their experiences with Renove.lv.





## NEXT STEPS

Promote usage of Renove.lv for Riga citizens, promote creation of such OSS for other municipalities and regions.

Running the Renove.lv OSS for at least a year, analyze the results, share them with other municipalities in the network and develop services.

Riga city council has approved their Sustainable energy and climate action plan in 2022, with which municipality plans to even more actively support and promote energy efficiency projects in multi-apartment housing. The goal for Riga city is to become climate neutral by 2050.

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## ***Disclaimer***

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This Case Study was elaborated as part of the RoundBaltic project bringing together representatives of the financial and energy efficiency sectors at regional and national roundtables to discuss and find solutions to the challenge of energy efficiency finance in the three target countries Poland, Latvia and Denmark.

Key focus areas have been to ensure an investment friendly framework along designing of financing instruments in accordance with the EU financial pillars more effective use of public funds, aggregation and project development assistance and de-risking.



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