

## OVERVIEW

AdEPorto, formally known as the Porto Energy Agency, is a private non-profit association with Public Utility status, established on March 1, 2007. It operates a one-stop shop (OSS) service for energy-efficient home renovations, launched in September 2022 funded by Horizon 2020. Integrated into existing municipal frameworks, the OSS supports homeowners in six municipalities across the Porto Metropolitan Area.

AdEPorto acts as a facilitator, guiding homeowners through the renovation process with services ranging from initial consultations to securing funding and ensuring quality. While focused on addressing energy poverty, the OSS aims to make energy-efficient renovations accessible to all, leveraging its extensive partnerships and local expertise to meet community needs.



Regional

TERRITORIAL  
COVERAGE



2

YEARS OF  
ACTIVITY



500

HOMEOWNERS  
SUPPORTED



Residential  
buildings and  
vulnerable  
households

TYPES OF  
BUILDINGS  
TARGETED

## SERVICES

AdEPorto facilitates energy-efficient home renovations by providing several key services without directly handling construction. These include:

- **Information Provision:** Offering advice on energy measures, financing, and legal compliance.
- **Energy Performance Assessment:** Helping homeowners evaluate their home's energy efficiency.
- **Energy Audits:** Conducting in-depth analyses of building conditions when needed.
- **Implementation Support:** Assisting with renovation planning, budget comparisons, and team recommendations.
- **Funding Access:** Helping secure financial support.
- **Quality Assurance:** Overseeing the renovation process to ensure quality.

AdEPorto leverages existing municipal structures to broaden its reach and visibility.

## FINANCING THE IHRS

The IHRS of AdEPorto is currently financed through the Horizon 2020 project, which finishes in November 2024. They are exploring sustainable business models to continue their operations post-project. Potential models include financial support from municipalities and revenue from commercial OSS services, as well as fees from different stakeholders involved in the renovation process.

## CUSTOMER JOURNEY

The customer journey with AdEPorto typically involves:

1. **Initial Contact:** Homeowners fill out a form to assess their renovation needs.
2. **Consultation:** Appointments can be made for in-person or video consultations where municipal technicians provide initial advice.
3. **Technical Support:** AdEPorto provides further specialised support through its OSS, helping homeowners with detailed renovation plans.
4. **Implementation and Monitoring:** AdEPorto supports the renovation process, helping homeowners navigate through the work until completion.

## THE SUCCESS OF ADEPORTO

AdEPorto's success can be attributed to its strategic integration with municipal structures, allowing it to leverage existing networks and resources to facilitate energy-efficient home renovations. By positioning itself as a trusted advisor rather than a direct service provider, AdEPorto effectively guides homeowners through the renovation process, offering comprehensive support from energy audits to funding applications. Its collaboration with local municipalities has granted it visibility and reach across the region, ensuring that its services are accessible to a broad demographic. While primarily focused on tackling energy poverty, AdEPorto has successfully catered to various social groups, including renters and vulnerable populations. Its participation in EU-funded projects, like Horizon 2020, and its ability to mobilise significant public and private investments further underscore its role as a leader in promoting energy efficiency. Through specialised technical assistance and a deep understanding of community needs, AdEPorto continues to refine its approach, solidifying its position as a key player in Portugal's energy transition.