

## OVERVIEW

Ekokumppanit Oy (EcoFellows) is a Finnish expertise company established in 1999, initially funded by the EU and primarily owned by the municipality of Tampere. It has been giving energy advice since 2003 and throughout the years it developed a service based on the Integrated Home Renovation Service approach today known as Neuvoo.fi, which provides a comprehensive support for energy efficiency and home renovation. Operating mainly in the Tampere region, EcoFellows focuses on enhancing energy efficiency and promoting renewable energy sources (RES). The service helps citizens, municipalities, and industries by offering expert advice, tools, training, and contractor recommendations. EcoFellows' work supports Tampere's goal of carbon neutrality by 2030 and Finland's by 2035.



Regional

TERRITORIAL  
COVERAGE



21

YEARS OF  
ACTIVITY



Residential and  
public buildings

TYPES OF  
BUILDINGS  
TARGETED

## SERVICES

- **Advice Services:** Offers expert advice to citizens, municipalities, and industries on energy efficiency and home renovation.
- **Tools and Materials:** Provides calculators, guidance on selecting contractors and technologies, and other tools to aid homeowners in renovation decisions.
- **Information Dissemination:** Publishes articles, updates, and expert interviews on home renovation and new technologies.
- **Training and Support:** Conducts training for housing company experts, promotes new technologies, and assists in selecting appropriate renovation plans and contractors.
- **Networking:** Facilitates meetings between homeowners, constructors, and technology providers, and collaborates with universities for innovative energy solutions.
- **Public Building Services:** Extends Integrated Home Renovation Service services to public buildings for energy efficiency and renovation needs.

## IMPACT OF ECOFELLOWS BETWEEN 2023 AND 2024



180

Personal advice sessions



14

in-detail heat pump  
procurement guides produced

## FINANCING THE IHRS

EcoFellows' activities are financed primarily through contributions from the Tampere municipality, the energy company owned by the city of Tampere, and the national energy authority. Additional funding is obtained from various EU projects.

## CUSTOMER JOURNEY

- 1. Initial Contact:** Homeowners or building managers reach out to the OSS for advice and support.
- 2. Training and Tools:** The OSS provides training sessions and online tools to assist in understanding renovation options and energy efficiency improvements.
- 3. Consultation:** Experts from OSS offer personalised consultations, including the use of calculation tools and guidance on selecting the right technology or contractor.
- 4. Referrals:** OSS provides advice and assist customers in the selection of contractors and technology providers.
- 5. Implementation:** The selected renovation plan is executed, with ongoing support and advice from the OSS throughout the process.

## THE SUCCESS OF ECOFELLOWS

EcoFellows has achieved significant success due to its strong connection with the municipality of Tampere and the city-owned energy company, which is committed to becoming carbon neutral by 2030. The integration of OSS into the broader energy agency framework has enabled effective service delivery and extensive outreach. The organisation's success is also attributed to its comprehensive network of experts and stakeholders, which supports its mission to enhance energy efficiency and promote sustainable renovation practices. The proactive engagement with citizens and strategic use of various funding sources have also played crucial roles in the success of EcoFellows.

