SITE VISIT FACTSHEET · VALÈNCIA, SPAIN

Oficina de la Energía (Municipal Energy Offices)

A one-stop shop that aims to make the energy transition accessible to all citizens

Electricity bills, energy contracts, renovation or solar panels: energy-related issues are often difficult for citizens to navigate. Since 2019, València's Energy Office has offered a public, free and citizen-oriented service where residents can bring their individual situation and receive tailored support, prioritising those who need it the most.

AT A GLANCE	
Initiative	Oficina de la Energía (Municipal Energy Offices)
Host organisation	València Sostenible, City of València
Location	València, Spain
Scale and size	City-wide, with three permanent offices in different neighbourhoods and a mobile office serving other areas of the city
Yearly budget	2025: €675,000 ; Projected for 2027: €900,000 (due to services expansion)
Target groups and outreach	All citizens, prioritising those who need support the most; vulnerable users, mainly low-income households and women, are mostly referred by Municipal Social Services and social organisations
Current stage	Operating since 2019 through three permanent offices (Ayora, Parc de l'Oest, Torrefiel) and a mobile office
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1. Context & background

What the Energy Office aims to do

The Energy Office is a public, free and citizen-oriented energy service providing personalised advice, training and activities related to energy. It acts as a one-stop shop for the energy transition in València, helping citizens navigate issues ranging from electricity bills and energy poverty to energy efficiency, home rehabilitation and renewable energy. Its objective is to make the energy transition accessible to all citizens, prioritising those who need support the most. The service combines individual support with collective activities, aiming not only to solve immediate problems but also to increase citizens' knowledge, confidence and capacity to make decisions about energy.

The local challenge and the response

Electricity bills, energy contracts, energy efficiency measures, renewable energy systems, building renovation and available support programmes involve technical, economic and administrative knowledge that many households do not have. People experiencing energy poverty may face additional barriers: difficulties paying bills, poor housing conditions, limited access to information or lack of confidence in dealing with energy companies and public administrations. The Energy Office provides a trusted, accessible and neutral public point of contact where citizens can bring their individual situation and receive tailored support.

How it started

The first Energy Office opened in the neighbourhood of Ayora in 2019. The service has subsequently expanded to other neighbourhoods and currently operates through three permanent offices (Ayora, Parc de l'Oest and Torrefiel), together with a mobile office. Valencia has a high energy poverty rate, and the idea to set up a energy offices came first from civil society activists who asked the city council to act. After that, politicians, the city council's technical staff and Valencia Sostenible took over and initiated the whole process.

What the Energy Office offers

The Office works across five complementary areas, combining individual advice, practical support, training and awareness-raising:

- **Energy bills:** understanding and optimising electricity and gas bills; reviewing contracts and consumption; identifying opportunities for savings.
- **Right to Energy:** support for households experiencing difficulties paying their energy bills; information about energy rights and available support; guidance on how to address situations of energy vulnerability.
- **Energy savings and retrofitting:** advice on reducing energy consumption; energy efficiency and comfort measures; support and information on home rehabilitation and available incentives.
- **Renewable energies:** information and advice on solar energy and self-consumption (producing and using one's own electricity); support for citizens and communities interested in local renewable energy; promotion of a sustainable, clean and democratic energy model based on local renewable energy production.
- **Transition Culture:** workshops and environmental awareness activities to foster a New Energy Culture; activities that help citizens understand the energy transition and reflect on their role in building a fairer and more sustainable energy model; spaces for collective learning, participation and citizen empowerment.

2. Innovation

The innovation lies less in any individual service and more in **bringing different dimensions of the sustainability transition together in a permanent municipal service**. Rather than treating energy poverty, energy efficiency, renewable energy and citizen participation as separate policy areas, the Offices provide a single point of access where citizens can receive support according to their needs. The model has also progressively broadened its understanding of the transition beyond energy. From 2027, the Energy Office will also provide advice on healthy and sustainable food, reflecting the municipality's increasingly integrated approach to sustainability, wellbeing and social vulnerability. This new dimension recognises the connections between energy, food, household expenditure, health and environmental sustainability.

> **The service acts as an interface between citizens and the sustainability transition: translating complex technical and institutional issues into accessible information, practical support and opportunities for participation.**

This approach has also allowed the municipality to develop more participatory and community-based initiatives, such as the Citizen School for the Right to Energy, while connecting citizens with wider municipal programmes and projects.

3. Stakeholders involved

A municipal service, delivered by a contracted team and connected to other city departments and to the neighbourhoods it serves.

Stakeholder / organisation	Type	Role in the initiative
València Sostenible	Public	Municipal responsibility and coordination of the Energy Offices; defines the strategic framework, services and priorities.
Energy Office team	Public service, external service provider	Day-to-day delivery of the service, including individual advice, energy assessments, workshops, community activities and citizen support. The team is employed by the company contracted through a public procurement procedure to manage the Offices.

Stakeholder / organisation	Type	Role in the initiative
City of València, relevant municipal departments	Public	Coordination with social, housing, climate, food and energy policies and programmes.
Citizens and neighbourhood organisations	Citizens / civil society	Users, participants and potential community actors.

4. Target groups: who they are and how they are reached

How do they define and identify the target groups?

The Energy Office is open to all citizens, prioritising those who need support the most. There are no formal eligibility criteria, but whenever there is need to prioritise cases, the social worker provides a professional assessment based on urgency and severity of the situation (risk of disconnection from the grid, accumulated energy debts, etc) The vulnerable groups most represented among its users are low-income households, with a significant proportion of women, particularly women referred by Municipal Social Services.People experiencing energy poverty and other forms of social vulnerability are identified through referrals from social organisations and municipal services.

How do they reach out to them?

Citizens can come to the three permanent offices in different neighbourhoods, or to the mobile office serving other areas of the city, either spontaneously or by appointment. Workshops, including the citizens schools, and awareness-raising activities also bring the service closer to residents. Vulnerable households are mostly reached through referrals from Municipal Social Services and social organisations. Reaching households experiencing energy vulnerability that do not spontaneously approach an energy service remains one of the team's key questions for peers (see section 7).

Communication and outreach use the municipality's established communication channels, including street advertising, public transport, local television and newspapers. When dedicated communication resources are available (for instance, via EU-funded projects), the Energy Office has also carried out broader campaigns, such as bus advertising and information breakfasts with high-reach local media.

5. Representation and inclusion of vulnerable voices

How users are involved

This is an area that is still developing. So far, opportunities for direct participation in the design and decision-making of the service have been relatively occasional. In 2026, the Energy Office organised a listening session to reflect on and rethink its future services, inviting both organisations working in the social field and people who use the Energy Offices. This provided direct input from both professionals working with vulnerable groups and citizens with first-hand experience of the service.

The Offices also have a strong culture of evaluation and continuous improvement: workshops and activities are evaluated, and participants are invited to provide feedback and suggestions. However, systematic mechanisms for involving vulnerable users in service design and decision-making remain an area for further development.

What remains a gap

A remaining gap is strengthening referral and follow-up mechanisms between social organisations and the Energy Offices. Many vulnerable households are referred to the service and receive advice and information, but there is currently limited capacity to systematically follow up what happens afterwards, for example whether the recommended energy-saving measures or other improvements have actually been implemented. The Offices offer a second home visit to follow up on the advice and support households in implementing improvements, but this service currently has relatively low take-up.

> **How can the service move from providing information and advice to ensuring that support translates into concrete changes in households' living conditions?**

6. Impacts

3 + 1
permanent offices and a mobile office

763
appointments in the first semester of 2026

2,267
workshop attendees in the first semester of 2026

First semester	2020	2021	2022	2023	2024	2025	2026
Global impact	2,278	4,388	4,978	6,391	10,059	10,226	10,453
Spontaneous visits	513	1,037	1,174	1,248	922	883	811
Appointments	291	383	330	555	664	745	763
Workshops	55	45	52	91	82	100	160*
Workshop attendees	601	654	569	1,092	929	1,162	2,267*
Workshops in schools	30	83	71	101	215	155	146
Participants in school workshops	–	1,530	1,543	1,670	4,918	4,226	4,262

7. Key challenge: where the team would like peer advice

> **How can the long-term continuity and institutionalisation of a municipal energy service be ensured in a changing political context?**

Alongside this question, the team would like to explore with peers:

1. How to reach households experiencing energy vulnerability that do not spontaneously approach an energy service.
2. How to strengthen referral pathways between Energy Offices, Social Services and community organisations.
3. How to connect individual advice with longer-term empowerment and participation.

Question for the FETA community: how have other cities institutionalised innovative public services so that they remain stable across political cycles, while retaining the capacity to evolve and adapt?

8. Find out more



Interview with the Energy Office coordinator