

FUTURE QUALITY ASSURANCE FOR ENERGY EFFICIENCY SERVICES BEING SHAPED BY QUALITEE PROJECT'S RESEARCH

The QualitEE project recently published the results of an EU-wide survey that has investigated the energy efficiency services market in 15 countries. The results will **shape the development of quality criteria and quality assurance schemes for energy efficiency services**. These are the main outputs of the QualitEE project, which aim to increase trust and investment in energy efficiency services.

The extensive market research, undertaken by the QualitEE consortium, resulted from **detailed surveys of 109 providers of energy efficiency services and 79 facilitators**. The survey focused on understanding the current state of the market for the key energy efficiency services of energy performance contracting (EPC) and energy supply contracting (ESC), and in particular the financing and quality aspects. [Full results available on an online interactive tool.](#)

Key findings on the market

- ✔ 49% of all respondents reported a **growth of EPC orders** over the last 12 months
- ✔ 2/3 of respondents reported **project sizes under 1,000,000 Euros**. Projects this size often **struggle to access affordable finance**. Common quality criteria could help bundling projects and overcome this financial barrier
- ✔ **The financial savings guarantee** resulting from energy efficiency improvement measures **is the main driver for the EPC model**
- ✔ **Complexity of the concept / lack of information and lack of trust** in energy efficiency services **are seen to be holding business development back**

Improving service quality

- ✔ Respondents highlighted that **key quality determinants of EPC projects** are **preliminary technical-economic analysis / energy audit, measurement and verification** of savings and **achieving the expected level of savings**. For ESC projects focus was put on the preliminary analysis / energy audit.
- ✔ **82%** of those surveyed said **customer trust** in energy efficiency services projects **would be increased if a quality assurance scheme was implemented**

The QualitEE project is currently developing technical and financial guidelines for energy efficiency services. A first version of these guidelines will be discussed during European discussion workshops in Brussels on 22nd March 2018. You can register for the [technical workshop here](#) and for the [financial workshop here](#).

The QualitEE consortium is composed of **12 partner organizations that will cover 18 European countries**. Partners will be running **training seminars** intended to increase skills and knowledge of stakeholders, as well as **24 pilot projects** that will test the application of quality criteria and assurance processes.

To learn more about QualitEE project's activities visit www.qualitee.eu