



**DECA**

Dienstleister Energieeffizienz  
und Contracting Austria

# Austrian quality assurance scheme for energy efficiency services

A test case

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# DECA - Background

- DECA is an association to represent Austrian market players dealing with Energy Efficiency (EE) and Contracting topics
- Standardization and comparability of EE services as well as guidance for market actors are the association's objectives
- Expectation is that EE services achieve better EE results if minimum requirements are met



# Why quality assurance is important for energy efficiency services (EES)?

- Heterogeneity and Complexity - EES are not self-explaining
  - EES are customized services
  - EES provider can make complex things more transparent
  - EES providers can differentiate from each other without telling long stories
  - From the customers' perspective: Do good and show it!
- Good practice examples of quality assurance in other sectors
  - Energy management systems according to EN 50001
  - Sustainable building certificates contributed to a market up-take



# Heterogeneity of EES

EN 15900 defines characteristics of „full“ EES but there are many different forms of „partial“ EES on the market

Heterogeneity needs to be reflected in different elements of quality

## Steps of the Value Chain

Information and motivation  
Consulting and analysis  
Planning  
Finance and public funding  
Installation and technical implementation  
Energetic optimisation of operational phase  
Monitoring and Measurement & Verification  
Warranty services  
User motivation

		Different Forms of Energy Services						
		1	2	3	4	5	6	7
A B C D E F G H I	Energy consulting							
	Energy performance contracting							
	Energy delivery contracting							
	Operational contracting							
	Implementation techn. energy efficiency actions							
	Re-Commissioning							
	Energy management							



# The DECA Quality Seal

**TRUST**  
of client

**GROWTH**  
of market



**VISIBILITY**  
of quality

**QUALITY**  
is increased



# Benefits of quality assurance

- Seal standardizes service elements and the service process
- Defines quality criteria for service implementation and for verification of compliance
- For Clients:
  - Certainty about the service to receive
  - Differentiate between good quality offers and poor quality projects
  - Assessment of delivered service
- For Providers:
  - Presentation of offered services and their quality



# DECA Quality Seal

- The quality criteria for the Austrian quality seal are based on the European Code of Conduct for EPC
- It defines 9 principles to ensure a transparent and trustworthy high quality EPC market across Europe
- Developed under the previous *Transparensense* project



# DECA Quality Seal

- The DECA seal identified 7 different energy efficiency services, for which
- 9 quality criteria have been defined
- For each EE service DECA provides a standard procedure comprising of a selection of the quality criteria. A simple matrix leads the user through the procedure





# DECA Quality Seal – General Principles

- The Label may be used based on a binding commitment of the provider to fulfill the criteria – every year this commitment needs to be renewed. All committed service providers will be listed on the DECA homepage. (Currently 9 companies)
- The service is labeled with the DECA Seal, not the service provider.
- The process of providing the service is evaluated, not the service itself.
- In case the service deems to be performed as per the DECA requirements, all committed service providers agree to an independent evaluation procedure and the possibility to get delisted.



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# How to apply the DECA Quality Seal

The DECA Quality Seal applies the principle of self-declaration

- Each year the EES provider signs a declaration of commitment
- The declaration is limited to those EES-projects where the EES-provider promises the fulfilment of DECA quality criteria to his client
  - EES-projects with DECA Quality Seal
  - EES-projects without DECA Quality Seal
- Verification of fulfilment is done by client together with provider



# DECA Quality Seal:

## Application process





# Control mechanisms of the DECA Quality Seal

1. Compulsory use of the ID
  - The projects that have been offered and commissioned with the DECA Quality Seal have to be notified at the DECA-Website (automatic creation of ID-number)
2. Clients' feedback starting with the second commitment year
  - A number of positive client acknowledgements are required for a renewal of self-declaration
3. The self-declaration includes consent to independent evaluation by official expert
  - Nominated with support of DECA if client wishes



[www.deca.at](http://www.deca.at)



# Cost of DECA Quality Seal?

DECA-Members

für DECA-Mitglieder



KOSTENLOS



Other  
EES-providers

für andere Dienstleister



€ 125,- pro Jahr





**Thank you**

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