



Quality certification frameworks
for Energy Efficiency services to
scale up responsible investment
in the building sector

Qualitee.eu

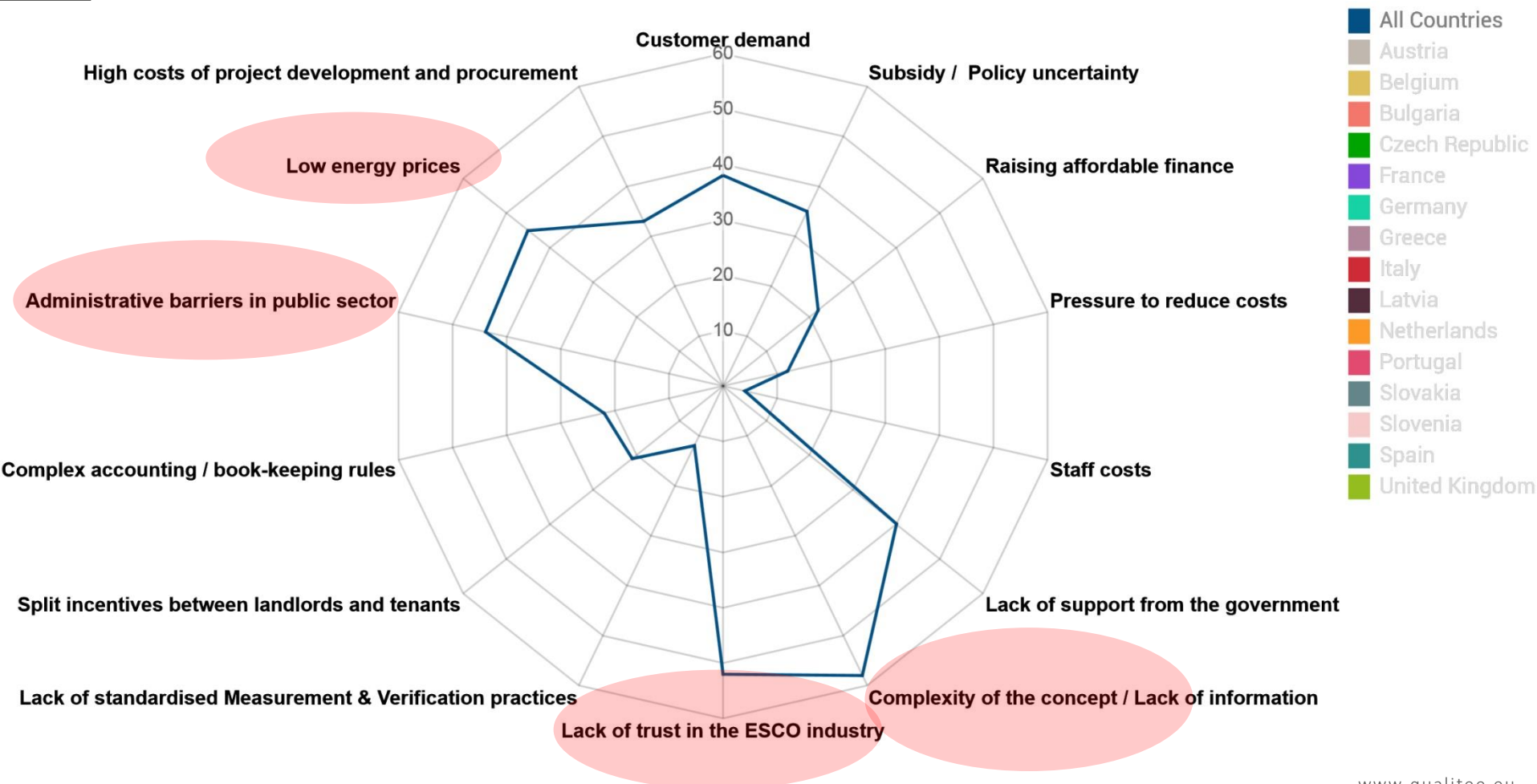
30/04/2019





Main challenges and barriers for EE services

What are the main barriers to EPC business based on the activities of the last 12 months?





The value chain is multiplicative: It is only as good as the weakest component



- Baseline Measurement
- Modelling
- Energy efficiency improvement estimation
- M&V plan
- Risk analysis
- EPC

- Due diligence
- Underwriting Procedures
- Business risks
- Credit worthiness

- Design for energy efficiency
- Project management
- Commissioning

- Operate for energy efficiency
- Maintain for energy efficiency

- Measurement
- Monitoring
- Reporting

$$\begin{aligned}
 & (R\%_{\text{Audit}} \times R\%_{\text{Financing}} \times R\%_{\text{Construction}} \times R\%_{\text{O\&M}} \times R\%_{\text{M\&V}}) \times \text{Value Creation} \\
 & = \\
 & \text{Value Captured}
 \end{aligned}$$





Benefits of quality criteria

✓ What are quality criteria for?

- Quality criteria contain quality requirements for services or goods with reasonably defined characteristics

✓ How can they help me?

Client

- Help to specify needs
- Help to define requirements when procuring energy efficiency services

Provider

- Help to define and describe own services
- A potential USP
- (Internal) assessment of service quality during and at the end of the energy efficiency service project
- Define internal quality standards for services, use for internal quality management/continuous quality improvement
- Development of an internal procedure and service quality standard

Financial Institutions

- Differentiation between quality assured and non-quality assured projects
- Definition of (minimum) requirements when financing energy efficiency projects



Benefits of quality criteria

✓ How can they help me?

Client

- Basis for service quality definition in tender documents
- Assessment of service quality during and after the energy efficiency service project based on project documentation

Provider

- Basis for service quality description in service proposal
- (Internal) assessment of service quality during and at the end of the energy efficiency service project
- Development of an internal procedure and service quality standard

Financial Institutions

- Consideration of the application and fulfillment of quality criteria in DD
- Requirement of application of quality criteria in EE service projects



Technical Quality Criteria

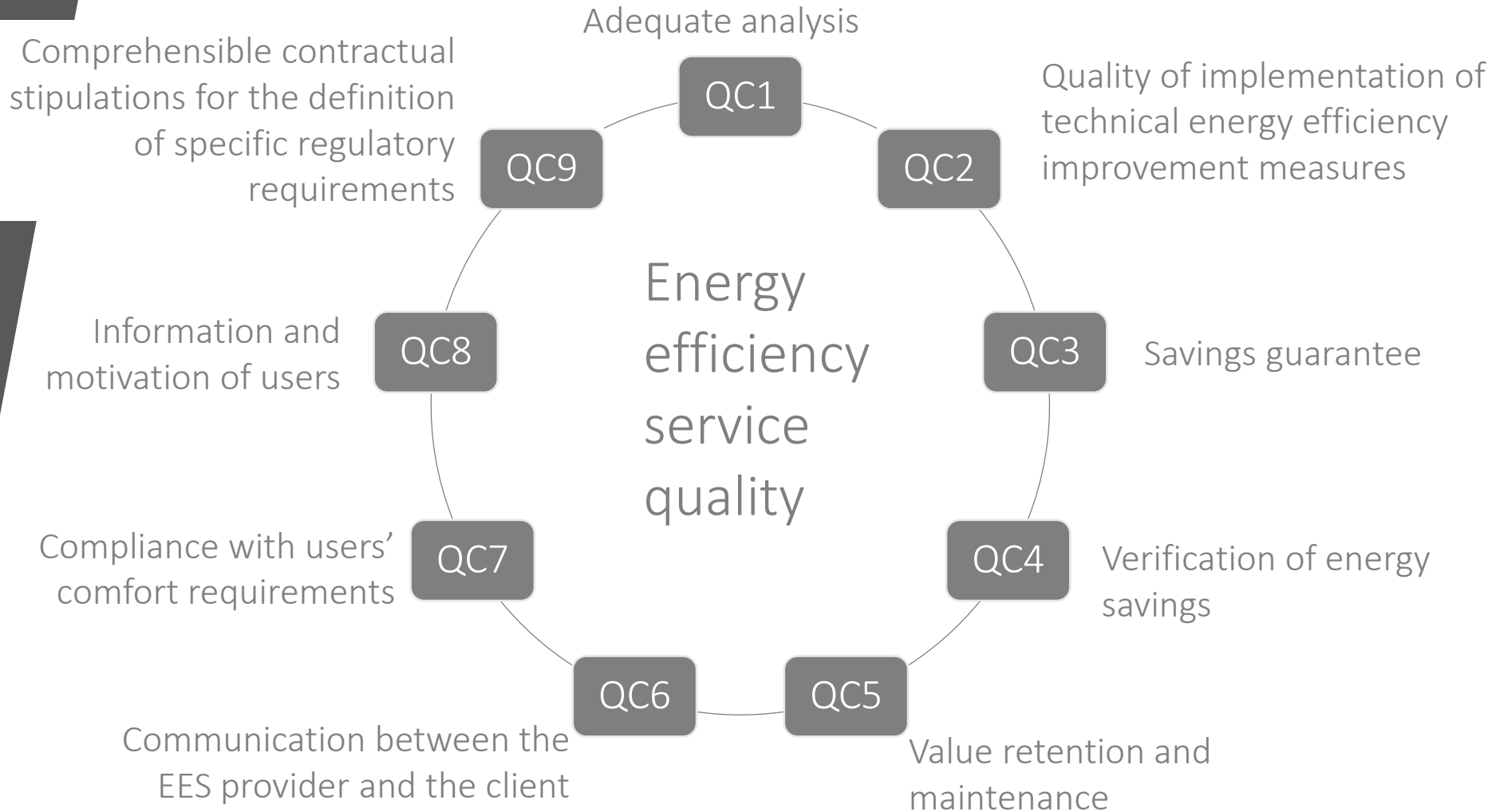


Quality Criteria Structure

Quality Criterion	Proof	Assessment	Comment
<p>Which specific aspect of the energy efficiency service is being assessed?</p> <p>What is the ideal requirement for this specific aspect?</p>	<p>What evidence should the assessor look for to assess the criterion.</p>	<p>How should the assessor decide whether the evidence collected demonstrates the criterion has been achieved?</p> <p>This could be pass/fail presence of the evidence or there may be a set of quality statements to assess against in a rating scale.</p>	<p>Supporting comments to assist the assessor in coming to their conclusion.</p>



Categories of Quality Criteria





qualitee.eu

