

Qualität

Developing the market for high quality Energy Efficiency Services, a flexible delivery model
ideal for rapid transition to net zero

*Session 3: How can we build trust in Energy Efficiency Services?
Challenges in securing uptake of quality assurance schemes and
potential policy actions*

Your are talking with...



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Member of the Board of DECA

The story behind DECA

Foundation

- 2003, providers of Energy Performance Contracting
- Austrian Federal EPC Program

Our Vision: Energy efficiency services – part of the energy transition and climate protection

Our Goals

- Being a voice for energy efficiency towards decision makers
- Increased consideration of energy efficiency topics in political decisions
- High quality standards in EES
- Raise awareness of the need for energy efficiency
- Support for private and public households

38 Members

- Energy service providers
- “Market mediators”
- Craftsmen and executing companies

Welcome as special members are

- Providers of energy efficient technology
- Students, interest groups, scientists,....
- Banks, funding agencies

The “Mindset”

- Guarantee for key service elements
- Economic solutions
- Respectful handling of resources
- Utilisation of existing saving potential within buildings and facilities
- Application of renewable energy technologies
- Efficient operation of facilities

DECA – an Austrian quality certification scheme

More energy efficiency through (higher) standards for
Energy Efficiency Services (EES)



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Energy efficiency services need quality

**Boosting market
growth!**

**Increasing the trust of
customers!**



**Making quality
visible!**

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**Setting quality
standards!**

1. Which Energy Efficiency Services?

that consists of

2. which elements / activities?

with

3. which quality criteria?

that can be verified by

4. which evaluation criteria?

and proved by

5. which test criteria?

1. Which EE services can be certified?



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- Energy consulting
- Energy performance contracting
 - (Heat/energy) supply contracting
 - Operational contracting
 - Implementation of technical energy efficiency measures
- Re-commissioning
- Introduction of an energy management system

2. Which elements / activities



3. Which quality criteria?

QC 1 Adequate analysis

QC2 Rendering of services in the implementation of technical actions

QC3 Savings guarantee

QC4 Verification of energy savings

QC5 Value retention and maintenance

QC6 Communication between the contractor and the client

QC7 Maintenance of users' comfort

QC 8 Information and motivation of users

QC9 Comprehensible contractual stipulations for the contracting of specific regulatory requirements

4. Which quality criterias?

7 Energieeffizienzdienstleistungen							Mit je bis zu ...	9 Qualitätskriterien
Energieberatung	Einspar-Contracting	Anlagen-Contracting (Liefer-Contracting)	Betriebsführungscontracting	Umsetzung von technischen Energieeffizienzmaßnahmen	Bestandsoptimierung (Wartungs-/ Instandhaltungsprojekte)	Einführung eines Energiemanagementsystems		Angemessene Analyse
◆	◆	◆	◆	◆	◆	◆		Umsetzung technischer Maßnahmen
	◆	◆	◆	◆	◆			Einspargarantie
◆	◆	◆	◆	◆	◆	◆		Nachweis Energieeinsparung
	◆	◆	◆					Werterhaltung, Instandhaltung
◆	◆	◆	◆	◆	◆	◆		Kommunikation Auftragnehmer – Auftraggeber
	◆	◆	◆	◆	◆			NutzerInnenkomfort
	◆		◆		◆	◆	NutzerInneninformation und -motivation	
	◆	◆	◆				Nachvollziehbarkeit Vertrag	

→ Each **EES** has assigned several **quality criterias**.

5. Which test criterias?

7 Energieeffizienzdienstleistungen																		
Energieberatung	Einspar-Contracting	Anlagen-Contracting (Liefer-Contracting)	Betriebsführungscontracting	Umsetzung von technischen Energieeffizienzmaßnahmen	Bestandsoptimierung (Wartungs-/ Instandhaltungsprojekte)	Einführung eines Energiemanagementsystems	Mit je bis zu ...											
							9 Qualitätskriterien	9 Beurteilungskriterien										
◆	◆	◆	◆	◆	◆	◆	◆	Angemessene Analyse	■	■	■							
	◆	◆	◆	◆	◆	◆	◆	Umsetzung technischer Maßnahmen	■	■	■	■	■					
	◆	◆	◆	◆	◆	◆	◆	Einspargarantie	■	■	■	■	■					
◆	◆	◆	◆	◆	◆	◆	◆	Nachweis Energieeinsparung	■	■	■	■	■					
	◆	◆	◆	◆	◆	◆	◆	Werterhaltung, Instandhaltung	■	■	■	■	■					
◆	◆	◆	◆	◆	◆	◆	◆	Kommunikation Auftragnehmer – Auftraggeber	■	■	■	■	■					
	◆	◆	◆	◆	◆	◆	◆	NutzerInnenkomfort	■	■	■	■	■					
	◆	◆	◆	◆	◆	◆	◆	NutzerInneninformation und -motivation	■	■	■	■	■					
	◆	◆	◆	◆	◆	◆	◆	Nachvollziehbarkeit Vertrag	■	■	■	■	■	■	■	■	■	■

→ Each **quality criteria** has assigned several **test criterias**.

Granting of the DECA Label

- Certification of the implementation process of the EES, not the technical implementation itself
- Not the provider but the service itself gets the quality label
- Self-declaration: energy service provider registers at DECA's website, signs the self-commitment, declare that all the energy services they provide that carry the DECA-Quality Label meet the Label Criteria.
- Free for members of DECA Association, non-members must pay an annual 125 € service fee.
- Each project has a unique ID-Label, to generate a label the company must provide specific information about the project.

Granting of the DECA Label

- Evaluation of compliance with standards:
Customer and EES provides
 - before the project starts - decide together which criterias should be fulfilled (cancel criterias which does not fit to the project)
 - after the project - verify compliance of the criteria and fill-out a verification form provided by DECA.
- In case of doubts / conflict: client can assign a DECA member to check if the criteria established have been met.
- Release: November 2017

Results

- ✓ 14 registered EES providers
- ✓ 25 EES projects labelled
- ✓ Registered companies are all members of DECA
- ✓ Interest shown by administration, politics (mostly from other countries)
- ✓ No conflicts so far
- ✓ „Open source“-tools: excel sheet for evaluation

DECA:

- Not enough financial / personal resources for marketing

Clients and EES providers:

- too complicated / complex, especially for smaller projects, transaction costs too high
- Clients are not interested in energy consumption (and energy costs) but in comfort
- EES providers: „my clients know me, trust me, don't need complicated rules and lists“

Market

- Energy prices too low
- Austrian market is small – actors know each other, recommendations and own experiences count more than labels

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