How can we build trust in Energy Efficiency Services?

Experiences from the development of quality assurance schemes in various European countries

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ENERGY EXPERTS

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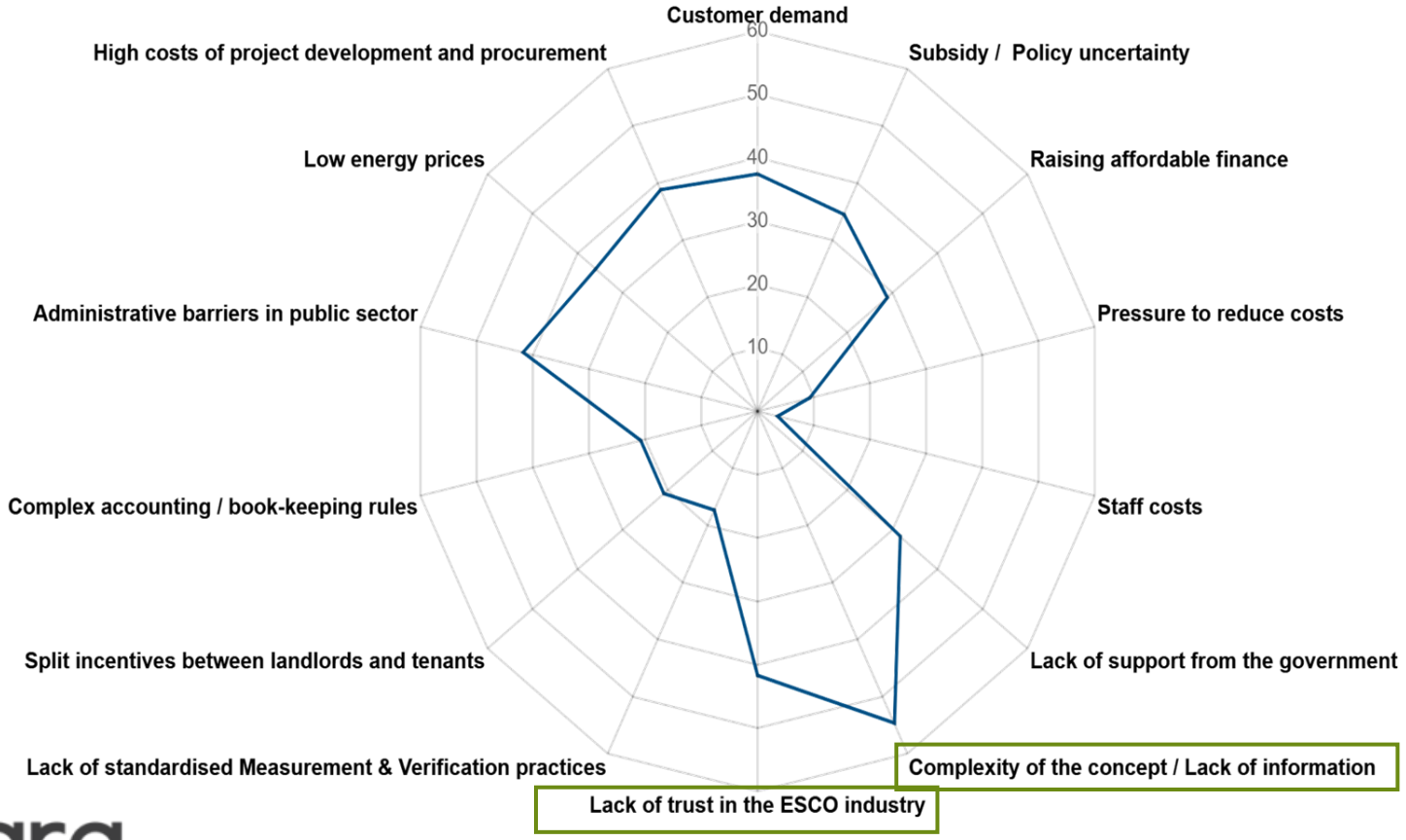
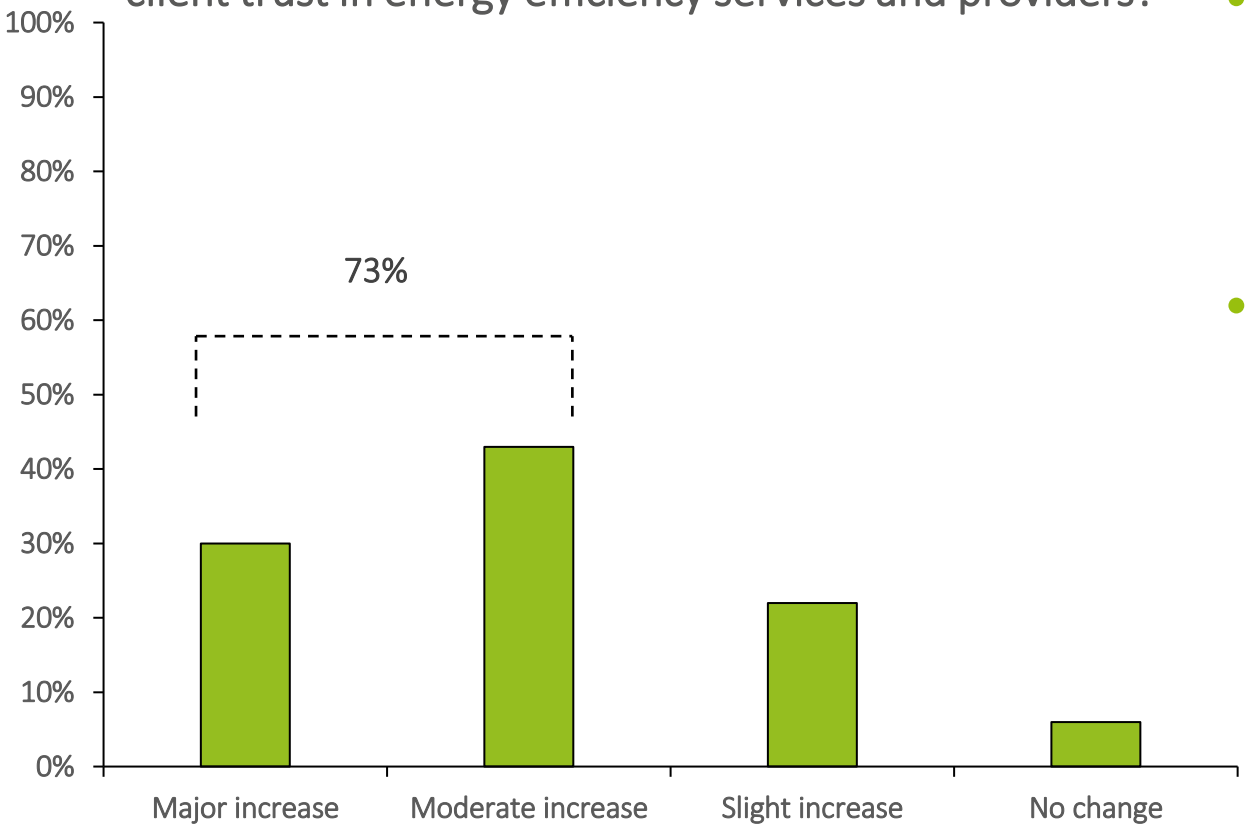
Barriers faced by Energy Efficiency Services

Based on the activities of the last 12 months: what do you think are the main BARRIERS to business?



The need to increase trust in Energy Efficiency Services

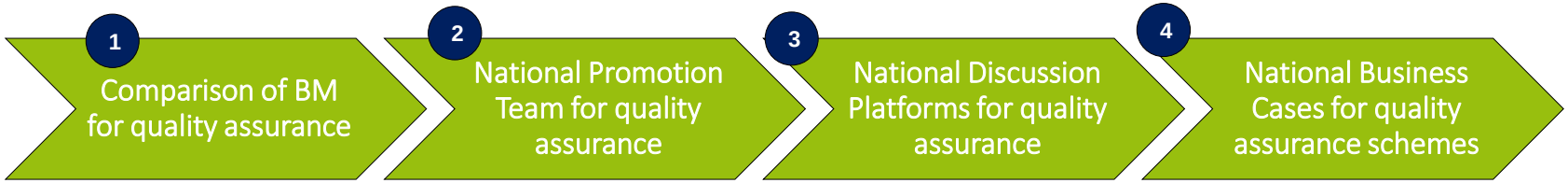
To what extent would a quality assurance scheme increase client trust in energy efficiency services and providers?



- **Lack of trust** in EES has been identified as one of the most important **barriers** to the **development** of the market
- **73%** of respondents of the survey consider that a **QUALITY ASSURANCE SCHEME** would increase trust in EES

Creation of QAS under the scope of the QualitEE project

Thought process behind the creation of national schemes



- Study of possible BM:
  - Set the base for the creation of business cases by analyzing existing QA schemes

- Establish a National Promotion Team
  - Energy efficiency associations
  - Financial institutions
  - Accredited certification bodies
  - Public authorities
  - Establish the most fitting characteristics for each country

- National Promotion Teams
- Public and private clients
- Financial Institutions
- ESPs
- Standardization and CB
- Policymakers

- Describe the outputs of the NPT and the NDP
- Establish certification frameworks in 8 QEE partners

1. Provide the rationale to the NPT in order to implement a QAS
2. Decide on the BM to be applied according to different issues
3. Establish a common understanding why a national certification framework for EE is needed
4. Describe the practical implementation of the various BM

Main considerations identified when creating a QAS

Range of options to be considered when designing a Quality Assurance Scheme

TARGET USER

DEFINING THE TARGET OF THE SCHEME

- PROJECT
- EES PROVIDER
- ACTIVITIES

SCOPE

DEFINE THE SCOPE OF THE SCHEME

- PUBLIC
- PRIVATE
- SEMI-PUBLIC

AUTHORITY/ ADMINISTRATOR

SELECT THE ENTITY IN CHARGE OF MANAGING AND ISSUING THE SCHEME

- GOVERNMENT AGENCY
- ASSOCIATION
- PRIVATE COMPANY

COMPLIANCE

DEFINING THE ENFORCEABILITY OF THE SCHEME

- MANDATORY
- VOLUNTARY
- BINDING (?)

QUALITY CONTROL TIMING

WHEN WILL THE QC BE EXECUTED?

- EX-ANTE
- EX-POST
- BOTH

RISK ANALYSIS

CONDUCT AN ANALYSIS OF POTENTIAL RISKS

- ECONOMIC
- ....

Business cases in partner countries

		TARGET		SCOPE		AUTHORITY			COMPLIANCE	
	COUNTRY	PROJECT	EES PROV	PUBLIC	PRIVATE	GOVMENT	ASSOC.	COMPANY	VOLUNT.	COMPULS.
1.	AUSTRIA	●			●		●		●	
2.	BULGARIA		●		●		NA		●	
3.	CZECH REPUBLIC	●	●	●		●			●	
4.	GREECE		●	●		●			●	
5.	LATVIA		●	●		●			●	
6.	SLOVAKIA		●		●		●		●	
7.	SLOVENIA		●	●		●			●	
8.	SPAIN		●		●			●	●	
9.	UNITED KINGDOM		●		●		●		●	
10.	GERMANY	NA								
9.	BELGIUM	NA								

Range of institutionalization approaches taken by partner countries

NATIONAL STANDARDS	▪ Integrates quality criteria into existing standards published by the national standards body	
GOVERNMENT SCHEME	▪ Uses the national adaptation of the quality criteria as the basis for a scheme led EPC projects are individually certified past the first savings verification point, and service providers are certified based on achieving 2 or 3 certified projects dependent on value	
TRADE ASSOCIATION SCHEME	▪ The UK scheme uses sample project verification past the first savings verification point to accredit service providers. ▪ The established DECA scheme in Austria offers a project level label for providers that commit to deliver services in line with the QC.	 
ESCO REGISTRY	▪ All EU countries were required to establish ESCO registries under the EED. The quality criteria are incorporated into the process for appointing ESCOs to these registries.	  
CODE OF CONDUCT	▪ The quality criteria have been included as an extension of the European code of conduct for Energy Performance Contracting, which has been signed by service providers in these countries.	 
EXCEPTIONS	▪ In Germany it was found there was no demand in the market for certification, so ASEW has opted instead to use the QC to offer a contract checking service ▪ In Belgium it was found that the market was not yet sufficiently mature to accept a scheme, although useful groundwork has been prepared for the future	 

The case of Spain - UNE Standard

MAIN CHARACTERISTICS	
Name	UNE Standard 216701
Target	Energy Service Providers (ESP)
Scope	Private standard
Authority	AENOR, Certification companies
Compliance	Voluntary
Quality control	Ex-ante

DESCRIPTION OF THE SCHEME

- Promoted by the sector itself, the UNE 216701 Standard aims to contribute to the deployment of EES in Spain, improving their procurement
- It defines a classification of ESP that allows for their differentiation and the choice of the most appropriate type for the customer's needs
- The initiative was promoted by the sector itself and was developed in a working group in which different actors related to the energy services market participated
- Granting of the standard:
  - Companies looking to get certified contact National Certification Organizations with a request
  - An initial audit to evaluate if there is compliance with the standard is conducted
  - The type of certificate to be given is considered (type of ESP)
  - A corrective plan of action is implemented if there are compliance issues
  - An evaluation and decision is carried out If requirements are met, the certificate is issued
- Future inclusion of the QualitEE criteria

The case of UK – EPC Quality Assurance Scheme

MAIN CHARACTERISTICS	
Name	EPC Quality Assurance Scheme
Target	EPC Provider
Scope	Private standard
Authority	Trade Association (ESTA)
Compliance	Voluntary
Quality control	Ex-ante and ex-pot

DESCRIPTION OF THE SCHEME

- Quality Label based on verified capability to deliver EPC and annual sample audit of one delivered project
- Granting of the label:
  - Establishment of quality criteria for EPC providers and EPC projects
  - Initial application by EPC provider to demonstrate capability
  - Evaluation of application. If successful, ESTA requests sample project submission (project to be post first savings reconciliation)
  - EPC provider submits project and documentation 5. Evaluation of sample project. If successful, ESTA adds EPC provider to register of accredited providers (online)
  - Biennial review of capability to maintain accreditation. If failed, remedial action agreed. If not met within the required timeframe label revoked
  - Biennial review of a project (not the same one) to maintain accreditation
  - Regular review of quality criteria

The case of Czech Republic - scheme for EPC projects and EPC providers

MAIN CHARACTERISTICS	
Name	Certification scheme for EPC projects and EPC providers
Target	EPC Provider and EPC projects
Scope	Public standard
Authority	Ministry of Industry and Trade
Compliance	Voluntary
Quality control	Ex-ante and ex-pot

DESCRIPTION OF THE SCHEME

- The system is set up so that the certification of EPC providers is preceded by the certification of individual EPC projects, which is a prerequisite for the certification of EPC providers
- The presented design has been discussed with the relevant stakeholders during NPTs and NDPs, trainings and other meetings related to the EPC market
- In the last stage of design development, it was fine-tuned in co-operation with the Ministry of Industry and Trade (MIT) to fit the institutional framework in the Czech Republic
- Process for the certification of EPC projects:
  - Applicant applies for a certificate
  - Evaluation: EPC project meets all criteria & requirements
  - Certification body issues an EPC project certificate
  - Potential re-evaluation after 5 years
- Process for the certification of EPC providers:
  - Applicant applies for a certificate
  - Evaluation whether the EPC provider meets all criteria and requirements
  - Certification body issues an EPC provider certificate

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BUSINESS MODELS FOR QUALITY ASSURANCE

- https://qualitee.eu/publications/business-models-for-quality-assurance/

BUSINESS CASES FOR NATIONAL QUALITY ASSURANCE SCHEMES FOR ENERGY EFFICIENCY SERVICES

- https://qualitee.eu/publications/business-cases-for-national-quality-assurance-schemes-for-energy-efficiency-services/

Thank you

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