



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

Project Coordinator: Stefan Amann

This project receives funding from the  
European Union's Horizon 2020 research  
and innovation programme.





# Background

## ✓ Funding

- Horizon 2020
- Funded by European Commission
- EE-24-2016-2017: Making the energy efficiency market investible
- Co-ordination and Support Action

## ✓ Duration

- 36 months
- June 2017 – May 2020

- ✓ Based on “**Transparensense**” project to increase transparency and trust in EPC markets, [www.transparensense.eu](http://www.transparensense.eu)





# The European Code of Conduct for EPC conducted through a stakeholder engagement process

Single common **European Code of Conduct for EPC**:

- ✔ Finalised in 2014 to support transparent, trustworthy and high quality EPC markets
- ✔ Defines the **basic values and principles** that are considered fundamental for the successful preparation and implementation of EPC projects
- ✔ Prepared as part of the Transparence project - financed by the EU
- ✔ Discussed with stakeholders:
  - European level: eu.ESCO, EFIEES, EASME (EC), SC members
  - National level (national workshops): ESCOs, ESCO associations, policy makers, EPC clients and facilitators from 20 countries
- ✔ Approved and currently administered by European associations of EPC providers: EFIEES and eu.ESCO



# The European Code of Conduct for EPC

## nine principles

1. The EPC provider delivers **economically efficient savings**
2. The EPC provider takes over the **performance risks**
3. **Savings are guaranteed** by the EPC provider and determined by M&V
4. The EPC provider supports long-term use of **energy management**
5. The relationship between the EPC provider and the Client is long-term, fair and transparent
6. All steps in the process of the EPC project are conducted lawfully and with **integrity**
7. The EPC provider supports the Client in **financing** of EPC project
8. The EPC provider ensures **qualified staff** for EPC project implementation
9. The EPC provider focuses on **high quality** and care in all phases of project implementation



# QualitEE project summary

The QualitEE project aims to:

- ✔ Increase **responsible investment** in energy efficiency services in the building sector
- ✔ **Improve the trust level** of clients and financial institutions in energy service providers
- ✔ **Standardise** the quality related aspects of energy efficiency services and **institutionalise** the quality assurance process
- ✔ **Reduce the complexity** of energy efficiency services and **increase** service quality



# Main challenges

## ✓ Market **heterogeneity**

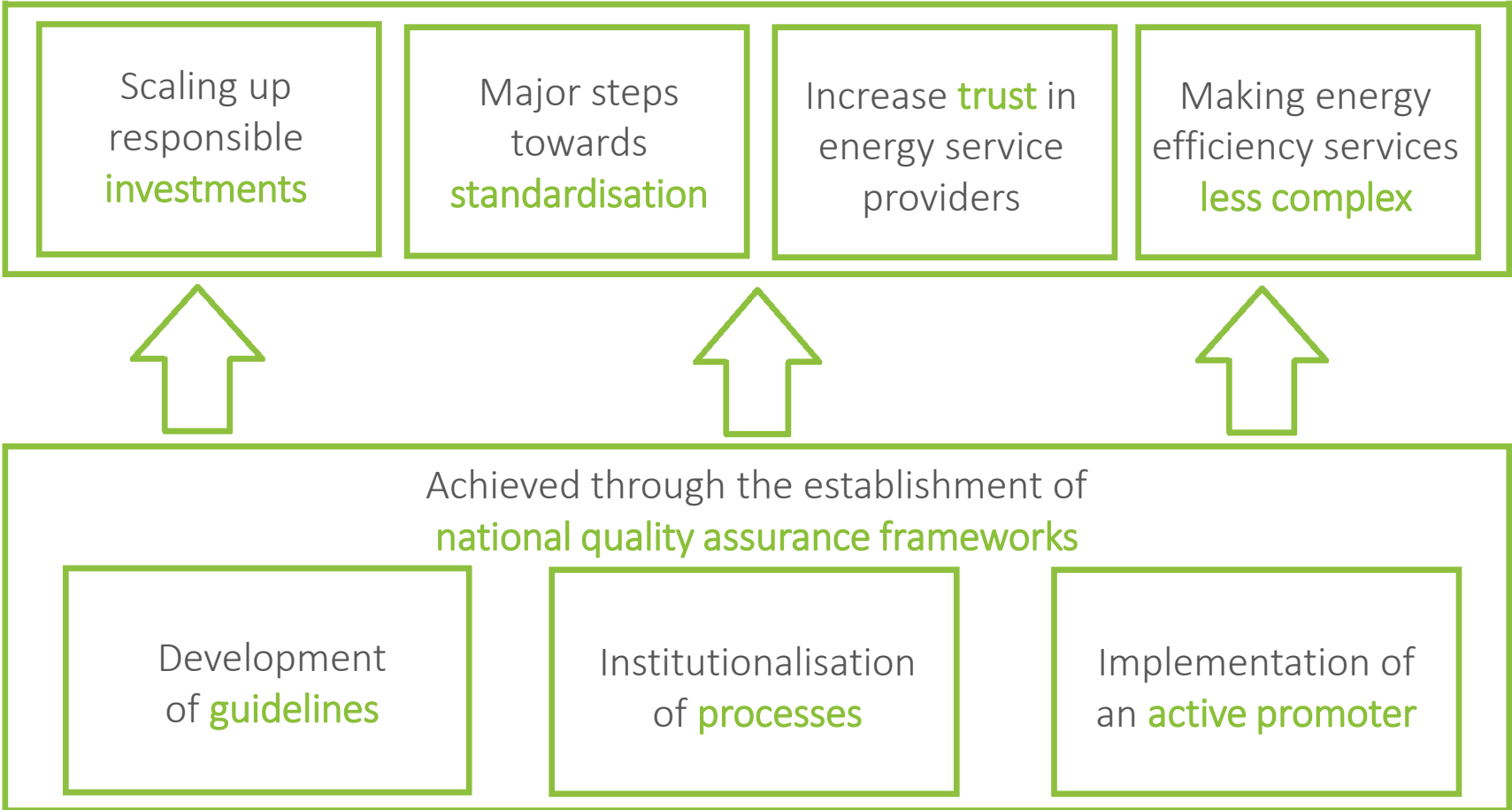
- Market for Energy Efficiency Services is highly heterogeneous
- Market has developed considerably
- But fragmentation and heterogeneity set limits to growth

## ✓ **Complexity** of energy efficiency services

- Due to heterogeneity of Energy Service Providers
- Difficult for investors to differ between “good quality” and “bad quality” services



# Objectives of QualitEE





# Specific objectives (1)

- ✓ **Development of a standardised set of “Quality Criteria”**
  - Technical and financial guidelines
  - Lean but powerful tool to assess different EES offerings
  - Criteria that can be incorporated in service contracts by clients
  - Each technical quality criterion contains a set of assessment criteria
- ✓ **Implementation of national quality assurance schemes in at least 8 partner countries**
  - Establishment of 11 national promotion teams
  - Introduction of national discussion platforms





# Specific objectives (2)

- ✓ **Application of Technical Quality Criteria in 24 pilot projects**
  - 3 pilots in Germany and Austria, 2 pilots in 9 further countries
  - Incorporation of technical quality criteria in service contracts and tender dossiers
  - 33 training workshops for market players and rising their awareness
- ✓ **Dissemination of quality criteria and quality assurance models**
  - Easy-to-use EES market database
  - Distribution of newsletters, press releases and social media postings
  - 68 national and international presentations



# Target stakeholder groups

## ✓ Public and private clients

- Schools and universities
- Hospitals and health care
- Hotels
- Large scale multi-family houses
- Etc.



## ✓ Energy service providers



## ✓ Financial Institutions





# Expected outcomes

- ✔ Common understanding of “good quality” and associated enforcement leads to improvement in service quality and recognition for the best performers
- ✔ Better informed investors, increased transparency and trust will expedite investment decisions
- ✔ Increased standardisation allows for investment aggregation to reduce the cost of finance
- ✔ Extensive ESCO market research information will facilitate decision making and policy development



# Expected impacts

✓ 24 pilot projects aim to trigger:

41

**Million Euros**

41 Million Euros investment in energy efficiency services

25

**GWh/Year**

25 GWh/Year primary energy savings

20

**GWh/Year**

20 GWh/Year renewable energy production



# Partners





Thank you

Stefan Amann, e7 Energie Markt Analyse GmbH



[www.qualitee.eu](http://www.qualitee.eu)

1<sup>st</sup> June 2017 to 31<sup>st</sup> May 2020



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