



**CONCERTED ACTION
ENERGY EFFICIENCY
DIRECTIVE**

Availability of qualification, accreditation and certification schemes

Executive Summary 6.4

Consumer information programmes, training and certification of professionals

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1 Summary

According to the Energy Efficiency Directive (EED) article 16, where a Member State (MS) considers that the national level of technical competence, objectivity and reliability is insufficient it shall ensure that certification, accreditation or equivalent qualification schemes are available for **providers of energy services, energy auditors, energy managers and installers of energy-related building elements**. The deadline for this provision is 31 December 2014.

Furthermore, MS shall make publicly available the certification/accreditation/qualification schemes and cooperate among themselves and with the Commission on comparisons between and recognition of the schemes.

In preparation for this research, a questionnaire relating to the implementation of article 16 was sent to MS: 28 out of 29 countries responded. The main result was that for most categories of energy professionals (providers of energy performance contracting, energy auditors, energy managers, energy advisers, installers of energy-related building elements, maintenance and support, and providers of energy statistics) the national level of competence, objectivity and reliability is considered sufficient.

“Providers of energy performance contracts” was the only category where less than half of the MS (13 MS) considered the level of competence as sufficient. The main reason MS gave for this is that the market for energy performance contracts is not yet developed in their country. The question where most MS answered ‘insufficient’ was for maintenance and support professionals (7MS).

Several MS have qualification/accreditation and certification schemes in place across a range of areas, the most common being for energy auditors (13 MS), followed by providers of energy services (10 MS). 14 MS have chosen mandatory schemes instead of voluntary schemes.

Person certification is more common than company certification although in several countries the certification/accreditation/qualification could be applied to either a person or a company. For providers of energy services it is often the company, an ESCO, which is qualified/certified/accredited.

The duration of the required training varies substantially between MS and depending on the scheme and the category of energy professional. 13 MS require a combination of practical and theoretical examinations.

7 MS are currently (or are planning to) cooperating with other MS as regards the recognition of their qualification/accreditation/certification scheme. This is most important for small countries, and most MS seek to cooperate with neighbouring countries.

A majority of those MS who have or are planning to introduce a scheme are also planning to have measures to inform citizens about the availability of these schemes. The measures described are promotion/information/communication campaigns and information through websites. 7 MS have answered that they will make a list of providers of energy services available on the government's or energy agency's website, and 3 of those 7 MS will combine this measure with an information campaign.

Half of the MS who have or are planning to introduce a scheme are also planning to introduce measures to attract energy professionals to become certified. It is more common for MS with voluntary schemes to plan such measures than for MS with mandatory schemes. Information on websites, workshops, communication and/or marketing campaigns are the most commonly planned measures.

Both the Concerted Action Renewable Energy Sources Directive (CA RES) and Concerted Action Energy Performance of Buildings Directive (CA EPBD) have discussed the issue of qualification, accreditation and certification relating to the requirements of the respective directives and there are links to the requirements of the EED. In many cases, the RES and EPBD directives deal with a sub-set of energy professionals compared to the broader approach in the EED but many challenges are similar, for instance relating to cross-border cooperation. Another important difference is that the requirements in RES and EPBD are to a larger extent are mandatory, whereas in the EED the MS have more flexibility.

2 Recommendations

Participating Member States discussed the challenges relating to the implementation of article 16. The discussions were focussed around four topics: Cross-border collaboration, Consumer awareness, How to attract energy professionals and Training. Recommendations resulting from these discussions are presented below.

In addition, a discussion on the links to the EPBD and RES directives took place, with a view to develop an understanding of the possibilities of a coordinated approach across the directives. It was concluded that there is a certain overlap between the directives, where certification in the EPBD and to some extent the RES covers a subset of the energy professions that can be certified under the EED. From the point of view of an energy expert who could cover several professions (e.g. energy certification of buildings, energy audits, inspection of heating systems, and installation of energy-related building elements or small-scale renewable installations) it is recommended that MS take a coordinated approach to the requirements in different directives, to avoid professionals having to meet over-lapping requirements.

Cross-border collaboration

- **Need for a National Contact Point (NCP):** There might be a need for a central contact point at national level because requirements are found in different directives that typically are handled by different Ministries.
- **Work on understanding the requirements in different countries:** The first step in cross-border collaboration is to understand the requirements in other countries in order to be able to compare them to an MS's own requirements.

Consumer awareness

- **Registers of experts:** It is important for consumers to be able to easily find the certified/accredited/qualified experts.
- **Targeted information campaigns:** The target group is not homogenous and therefore the message must be adapted to different target groups in order to be effective.

Attract energy professionals

- **“Obligation plays the role of attraction”:** If certification is mandatory in order to perform certain tasks, i.e. energy audits according to EED article 8, clearly this is a strong incentive for professionals to become certified.
- **Access to financial incentives is an important carrot:** If access to financial incentives, such as soft loans or similar, is dependent on the use of certified experts, this is an important incentive for energy professionals to become certified.

Training

- **Investigate the needs for training of energy service providers:** In what areas (buildings, transport, other) are the needs for training most important?
- **Develop auditor training related to transport:** Transport is included in audits of large companies, however training on these topics has not yet been well developed

The discussions were summarised in a poster, see below:



Figure 1: Poster illustrating the results of the two sessions in Milan on availability of qualification, accreditation and certification schemes

In addition to the topics mentioned above, some additional challenges related to the implementation of article 16 were identified as part of this research, and these could be an inspiration for future discussions by this group:

- Defining the scope of professionals
- How to set up a coherent scheme reflecting the requirements of the different directives
- Lots of schemes exist – is there a need for additional schemes?
- Certification of ESCOs – what should be the main criteria for certification?
- Qualifications for auditors of large companies (link to EED art. 8)
- How to develop a cost-effective system and make it attractive on the market
- Lack of confidence in standards?

3 Practical Examples

Slovakia present a best practice case study of implementing art.16, covering training, consumer awareness, how to attract energy professionals and cross-border collaboration. Below is an example of a training scheme for energy auditors. See also <http://www.ca-eed.eu/good-practices/member-state-presentations/consumer-information/availability-of-qualification-accreditation-and-certification-schemes>

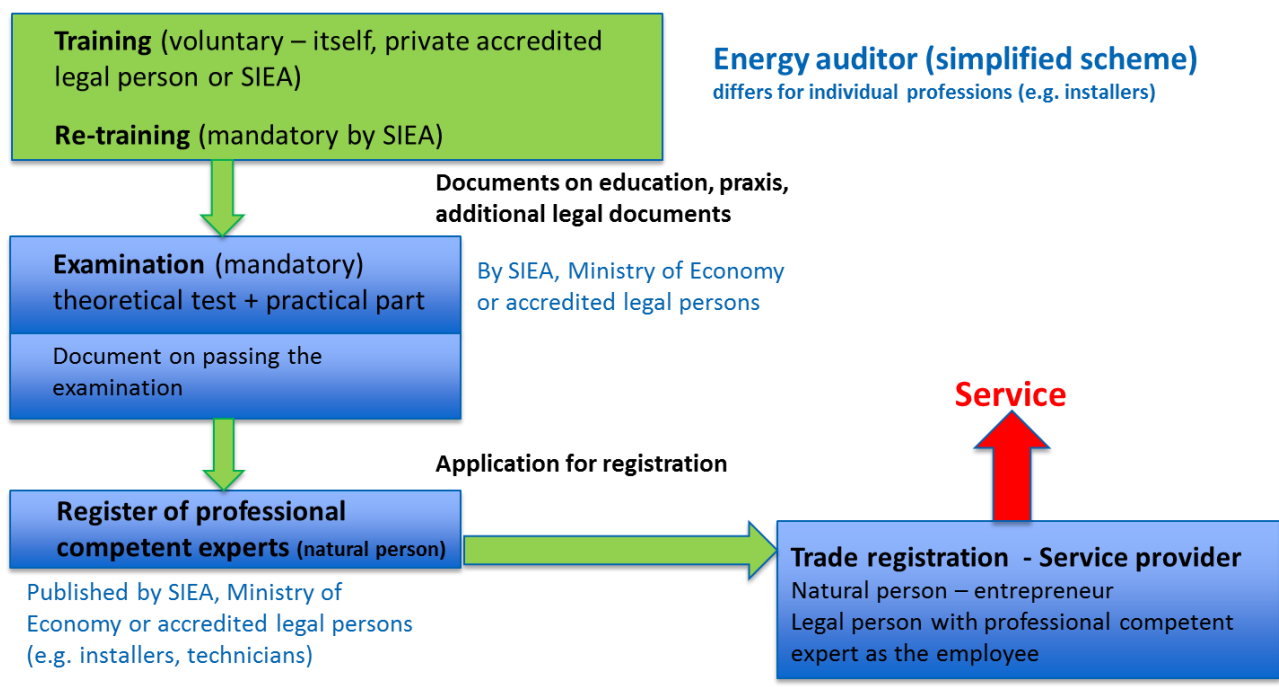


Figure 2: Best practice from Slovakia – training scheme for energy auditors

Another example from France who present the RGE quality label. See also <http://www.ca-eed.eu/good-practices/member-state-presentations/consumer-information/availability-of-qualification-accreditation-and-certification-schemes>



Example of a certification scheme : RGE quality label

- Addresses several types of professionals:
 - Installation of renewable energy equipments
 - Energy efficiency works (new buildings / renovation)
 - Studies, consulting, ..., related to EE.
- Voluntary scheme – but RGE label required to benefit from soft loans and tax credits
- National registry
- Awareness campaign
- By the end of June 2014 :
 - 16,200 enterprises have obtained the RGE label
 - Representing 3.68% of the building sector enterprises
 - 10,000 more applications are under acceptance process

Figure 3: Best practice from France – the RGE quality label

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For further information please visit www.ca-eed.eu or contact the CA EED Coordinator Lucinda Maclagan at lucinda.maclagan@rvo.nl



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