

Good practice factsheet

Core Theme 2

Energy Counselling for Households in Austria

Core Theme and topic	CT2 – Concrete examples of measuring energy saving impacts (WG2.1)
Name of work programme/project	Energy counselling for households
Project scope and description	
Short description of the calculation method	Energy counselling for households is a broadly applied measure in Austria. The method is used to calculate savings from behavioural changes due to energy counselling. Savings from investment related measures are evaluated in other bottom-up measures (e.g. new heating systems, refurbishment of buildings).
What is the scope of the method?	The method is a national bottom-up method. The target is the household sector.
Who are the key people involved? e.g. - in data gathering process - in monitoring process - in savings calculations	Austria has set up an online database where all institutions implementing energy efficiency measures can enter data on concrete measures applied. The database is run by the Austrian Energy Agency. Data on energy counselling is entered by provinces and energy companies. The savings from energy counselling are calculated in real time in the online database.
What is the targeted energy-use/programme/measure the method covers?	The method covers the energy end use of households (heat, hot water and electricity). This amounts to around 25% of total energy end use in Austria. It has to be noted, however, that this method only takes into account the energy savings from energy counselling due to behavioural changes. All institutions offering energy counselling for households can provide data – in principle both public and private programmes are included in the calculated savings.
How are the work and other possible resources (e.g. development of the monitoring system) needed to execute the method financed?	The funding for development of the method and for monitoring is provided by the Austrian Ministry of Economy, Family and Youth.
What are the costs for the data gathering/monitoring and savings calculations?	The costs for developing the method can be estimated to amount to 0.5 person months. The costs for the development of monitoring and the monitoring process itself cannot be broken down to a single calculation method.
When did you start to use the method and how often are the calculations updated?	The method was developed for the 2 nd national energy efficiency action plan (NEEAP). Updates will be done only for specified needs.
Project Outcomes & Communication	
What are the key achievements?	n/a
What are the outcomes and benefits?	At the moment, the calculation method is used for reporting for the Energy Services Directive (ESD) only.
What are the key lessons learned?	The method will be used again in the future.

Is there anything you would do differently in future?	Better and more reliable studies on the behavioural effects of energy counselling would be helpful.
What makes this a good practice example?	It is the only method that Austria used to estimate the savings from soft measures.
Web links to further information?	www.monitoringstelle.at (mostly in German)
Contact details of named person for further information	Gregor Thenius Österreichische Energieagentur - Austrian Energy Agency Mariahilfer Straße 136 1150 Wien AUSTRIA e-mail: gregor.thenius@energyagency.at www.energyagency.at
Please indicate if this case study can be made available to the public?	Yes
Specific to this topic	
Data gathering/monitoring process	Data needed is: (1) number of households counselled and (2) quality level of the counselling. The online database calculates savings automatically and in real time. The database is open for use for six months out of each year.
Assumptions and reference values used in calculations	Assumptions and reference values needed are: <ul style="list-style-type: none"> • Energy end use of an average household (heating and electricity) • Saving factors of energy counselling according to quality level (3 quality levels) • Lifetime of the measure (2 years)
Does the method overlap with other methods and how is double counting avoided?	There is no double counting with other bottom-up methods as this measure takes only into account behavioural changes.
Is it possible to use this method for primary energy savings calculations?	We did not use the method to calculate primary energy savings. In principle, a primary energy factor could be applied to the calculated savings.