

ZRMK Energy Advice Services Plan (Slovenia)

Deliverable 4.5

Introduction

An Energy Advice Services Plan for the Slovenian area has been formulated in order to effectively support the awareness programme and campaign (D 4.3).

As underlined in the WP4 description from the SHARE work programme, an awareness campaign can only achieve real results if it offers a clear route to action. For this reason the awareness campaign is backed up by the development and delivery of quality energy advice services targeted specifically at the social housing residents.

Energy advice services as a logical second level

The awareness programme is expected to bring stronger attention towards energy and energy related issues among social, non-profit, and low income (the latter two being country-specific terms) residents, and among housing organisations and building managers as well.

The awareness programme should also represent an invitation and a stimulus for realisation of appropriate measures. Advice services are an interim step between the programme substance and actual action. They will offer clear guidance and support, also from the point of view of feasibility, in order to achieve the aspired results.

Areas covered by Advice Services

Experience shows that individual problems - and measures taken to solve them - often influence other segments of a building (or, apartment) environment, not always positively. Therefore, a “stand-alone” approach is rarely advisable. When dealing with a certain topic enough attention should be paid to recognize a danger of potential critical after-effects. This includes for instance a need for increased ventilation after replacing old windows with new air-tight ones, a re-calculation of heat demand when planning additional thermal insulation to assess the eligibility of the existent heating system, and similar. The content of the advice services is valuable not only for residents but also for building managers, energy managers, and similar profiles.

At least the following **areas** will be covered by advice services:

1. User-related general issues

- common misconceptions regarding energy and cost saving measures
- users' behaviour (patterns, activities, ...)
- (energy) labelling of buildings and appliances
- no- and low cost simple measures
- do-it-yourself and don't-do-it-yourself measures
- financing

2. Heat demand

- (micro)climate conditions on location
- heating system(s)
 - choosing or replacing a heating system
 - settings and control
 - hydraulic equilibration
- thermal insulation
 - building envelope
 - windows and doors
 - thermal bridges

- renewable energy sources
- thermal comfort

3. Ventilation

- recommendations and indoor air quality
- air leakage
- natural ventilation
- mechanical ventilation
- heat recovery

4. Lighting

- natural lighting
- artificial lighting
- energy efficient technologies

5. Protection against moisture

- effect of moisture on thermal characteristics of materials
- practical solutions

6. Other building physics problems

- interstitial condensation
- surface condensation
- mould growth and prevention

7. Energy efficiency in households

- energy labelling
- energy efficient appliances
- recommended patterns of use

Organisation of Advice Services

The basis for Advice Services' set up:

A national energy advisory network (ENSVET) has been in operation in Slovenia since 1992. Currently there are 35 ENSVET offices active throughout the country, providing advice to individuals and households. This network will represent a valuable element of the service scheme.

BCEI ZRMK is regularly present at all major national fairs and similar public events. The standard practice is to organise a stand for free-of-charge energy and energy related advice to visitors. Advice service is provided by ZRMK staff and invited experts. Regular presentations about issues relevant for the SHARE project are also being held for broad public, where face to face discussion is encouraged.

Several times each year workshops on energy topics are being held by BCEI ZRMK (also with invited expert speakers), where the target audience is residents, house owners, and building managers. Common problems, solutions, new technologies and good practice principles are presented.

Occasionally there are specialised shows broadcasted live on the first programme of the national radio, where invited speakers from BCEI ZRMK give advice to broad public. The topics include relevant questions and answers regarding for instance problems related to the season of the year (heating in winter, replacement of windows and thermal insulation work in building season, cooling and air-conditioning in summer, ...). Listeners – both tenants and owners - actively participate with their questions and observations.

Another type of advice service is included within the professional work of BCEI ZRMK experts performed for housing funds and building management companies. On a regular basis we provide expert opinions about different problems and propose solutions, prepare projects for renovation and refurbishment, perform consultancy work when planning new buildings etc. This indeed is not an advice service directly for the residents, but for the staff of housing and building management

organisations. However, residents benefit from these results indirectly, and – depending on a concrete case – are presented with findings, conclusions, and recommendations.

An advice service “in the home” is not customary in Slovenia and it would definitely not be feasible to try to introduce such a scheme. Tenants also tend to take very seriously some legal definitions about the integrity of homes (even the owners have limited entry rights).

Delivery of advice:

1. Energy advice offices (*appointed energy advisors*)

The network is managed by BCEI ZRMK and well known in Slovenia. It has a very good reputation.

Energy advisors are obliged to make a detailed written report about each session and other activities. All minutes are collected also centrally, at the network management, and then evaluated.

All advisors must follow a code of practice, which includes giving highly professional, true and unbiased advice.

The offices cover quite uniformly the whole area of Slovenia, so access to advice is enabled for everyone regardless of the actual domicile.

2. Telephone

A hotline hosted by BCEI ZRMK will be established for residents. It is planned that the line will be open for two hours each working day. Short advice will be given directly, and in case of more complex questions the caller will be referred to the nearest ENSVET office. The calls will be logged and statistically evaluated.

This service represents an extension of the advice service within the ENSVET network.

3. Advice surgeries

Advice surgeries/manned stands will be organised at national fairs and similar events, as described above. The purpose and location of the stands will be (as before) promoted in local newspapers, at the entrances, and on daily information boards.

Another type of advice surgeries will be organised in co-operation with building managers in the framework of regular tenants' meetings. The aim will be to give general propositions regarding critical problems raised by the tenants and to offer specific individual advice if needed.

4. Other types of advice service

Targeted workshops organised by BCEI ZRMK with an opportunity for an open discussion and face to face advice (see above).

Radio broadcasts as concerted with the national radio redaction (see above).

Advice given through expert work for housing organisations and building management companies (see above).

Advice material on relevant topics produced by BCEI ZRMK (brochures and leaflets on “green” labels in households and buildings, energy labelling of buildings, energy efficient lighting, LCCA, ...) and from other sources, already available, will be used as a support within several above described services. Materials prepared within the SHARE project (i.e., D4.4) will be added to this info pack.

5. New advisors

It is expected that with the project advancement new qualified persons will be able to get involved in the described activities. This is especially to be anticipated as one of the outcomes of the project training sessions (WP3) – the “train the trainers” principle – and could represent a very valuable result of the project.