



Project

Promotion of efficient heat pumps for heating
(ProHeatPump)

EIE/06/072 / S12.444283

Deliverable 30

Project Partner Meeting
Varna, 27th & 28th March 2009
Minutes of the meeting

swb



Work Package 1

Intelligent Energy  **Europe**

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Minutes

PHP SC Meeting Varna

27th -28th March 2009 Varna, DLAEM Office, Bulgaria



Participants:

swbNetze	Ulrich Müller Ingo Eichberger
DLAEM	Mariana Kancheva Todor Tonev
ESS	Magnus Tyrberg
GRETh	No participation
RWE Energy	Jörg Rummeni
SP	Roger Nordman
ISSTI Edinburgh	Stewart Russell Antonios Kaniadakis



Friday 27th March 2009

14h00-16h00 Joint meeting with the project expert group

At the beginning of the meeting it was stated that unfortunately no member of the expert group was present. Mr. Kolikovski had to leave on 26th directly after the conference. Mr. Nowak had to cancel the trip due to the birth of his child. Swedish partners had delegated their mandate to Roger Nordman. The UK member did not show up for unknown reasons.

The decision was taken, the coordinator should check with Mrs. Dutianu in Brussels if there would really be the requirement for a formal expert group meeting and which would be the consequences by not having done the meeting.

If an expert workshop would really be needed this should be arranged on May 18th in Linz, Austria in conjunction with the EHPA general assembly. During this event all members would be present. In this case the nominating partners will contact their expert group members and arrange the meeting.

The meeting will be held on the 18th and the project should try to have a project presentation at the annual conference of the EHPA on 20th of May.

The project could be presented in the expert group meeting by Roger Stewart, Jörg Rummeni, Stewart Russel and Ulrich Müller.

11h30-12h30 Meeting of Work Group for test and adjustment of Cost Calculation tool

Due to technical problems (Cost calculator did not run on available PC) it was not possible to carry out this part of the meeting.

Saturday 28th November 2008

9h00-12h30 Morning session

Agreement on agenda

Minutes meeting Boras and minutes meeting today

The agenda was accepted as presented. The coordinator stated that the Boras minutes are still not available due to difficulties in assembling the spare notes from the meeting. In order to avoid similar problems for the actual meeting Stewart Russel suggested that Antonios Kaniadakis from UEDIN should take the necessary notes for the minutes.

Reporting: Commitments towards the IEAA

Preview on Reporting process for final report

- Quality Requirements
- Time Frame and support to final activity report
- Requirements Financial Report

The coordinator introduced the requirements for the final reporting. He explained the expectations of the EU desk officer Mrs. Dutianu on the outstanding deliverables as well as for some deliverables which were already submitted.

All deliverables must be finished by may 31st. Then there are 60 days to finalise the final report. Only costs related to the final report will be approved after May 31st. All partners shall inform their financial officers to have timesheets and copies of invoices for other costs ready by May 20th. They also have to make sure that the documentation is saved for 10 years, since this is the time were the project might still be audited by the EU services.

All cost statements have to be delivered latest by 15th of June in an excel template which will be provided by the lead partner (amounts in EURO). Each line of the cost statement should have evidence, so all receipts and time sheets should be able to be verified. The lead partner advised all partners to keep traceable copies in their offices.

Concerning the quality of the financial documentation the coordinator reminded to keep boarding passes and participants lists from all meetings and events as additional evidence.

The coordinator will send guidance for the financial documentation to the next ordinary chat meeting in April.

All deliverables should be available in printed form until the Linz meeting of the expert group. Updates are needed for all deliverables by Monday 20th of April.

All WP leaders with pending deliverables shall be contacted by the coordinator and asked for the latest versions of the deliverables and update these by April 20th.

The coordinator stated that there has been low discipline in keeping own promises. (WP leaders should give brief reports). For improving exchange of information, the reports should be delivered. This will also help the coordinator to write the final report when material is delivered. All WP leaders shall provide ½ page reports.

Further there are weak results from questionnaire on reporting of events (D 7). The tool as well as the new tool for event documentation has to be used for all future events. Further it has to be reconstructed for all previous events. Good feedback is needed. If there have been other meetings in which PHP partners participated, there should be reports especially in the target areas

The WP leaders shall deliver a consolidated report on how they acted in their role as WP leaders.

There were a lot of critical remarks from Brussels on what they expect from the reporting in the final report. The wording is very clear. All activities will be assessed against Annex I which is seen as a self commitment of the project consortium. The coordinator will provide checklist of requirements with weak points for each deliverable.

The coordinator will prepare a list of outstanding deliverables, with notes on what must be done. In case of doubts the coordinator will communicate with Brussels about the meaning of the wording in the Annex I so that we have a common view of this document.

One of the critical remarks from Mrs. Dutianu was related to the Norwegian data about heat pumps. Stewart Russel promised to have the report on Norway in 2 weeks updated and uploaded.



Status of outstanding Deliverables and open tasks

- Outstanding Deliverables
 - D12 Guideline Final Customer
A draft in German is ready; material is available from Sweden, Germany and UK. Material is still missing from France and Bulgaria.

For UK / Scotland Stewart Russel confirmed that information for end consumers is almost available via Internet. He had sent to Ingo Eichberger links to websites of different organisations in the UK. The GSHPA has a page for different audiences. He will check again if there is any print-material. The French partner has not sent anything. For Bulgaria a report saying that there is no material had been

sent. A way to verify this could be to contact Mr. Kolikovski who speaks German.

Roger Nordman will finalise his statement about final customer and installer information in Sweden on D12 and D13. He will discuss this with Ingo Eichberger during the stay in Varna. Ingo will send around an example of how it could be written.

Then a longer discussion started about the shape of the deliverable 12. This will look as a report reviewing material from different countries. The coordinator suggested starting the report with a methodological statement explaining that the survey was focussed on selected material and not for everything. Starting point should be the formal requirements for the Annex 1 which should be referred in the document.

The main methodological problem is how to approach the final customer? This should be written in the report including issues like trust, neutral sources vs. marketing. Different customers should have different information material. End customers would need neutral information and not marketing material.

Stewart Russel raised the question if the info on websites fair is in the way they treat all the options? Do for example energy agencies treat heat pumps with fairness? Is the information from agencies fair in the way they advice? Is advice fair when they advice?

Key category of the reflection is trust. The dilemma is, the more information the interested customer wants, the less neutral it is. This should be turned into a recommendation: how material should look like and how it should be distributed in order to be trustworthy, find neutral channels through which it can work.

For heat pump associations the requirements to be a member should be checked under the scope how these could be used for recommendations.

Another question in the discussion was if the project should produce an end-user oriented leaflet. This would probably not be seen as a neutral source. The distinctive contribution of ProHeatPump is that we mention information from Europe.

Stewart Russel argued that it would not make any sense to create own print material at least for Germany and Sweden because it's already there. In UK and Bulgaria there is an argument to produce a simple leaflet pointing to various

audiences (i.e. local authorities etc.). In Bulgaria this should be targeted to the end user more. Important hints were delivered by Mr. Kolikovski during the final conference about word of mouth marketing.

Ulrich Müller suggested creating a guideline for heating with HPs. What is a guideline? Do we write a general guideline or do we make an analysis? There are question marks on what exactly has to be done according to Annex 1. He underlined the necessity to come to a common understanding about what is really the required product.

He suggested describing a bit the methodological dilemma and to write about the situation in different countries and then reach a conclusion which links back to the methodological dilemma. Afterwards it could be stated that the project was not able to produce specific material due to this dilemma (refuse to deliver) but give examples from different countries.

Stewart Russel suggested putting some useful advice from the point of view of end user in the deliverable. This should also be put to our recommendations: “This is how the advertising should be approached”. Also consumer confidence should be addressed. Heat pumps need to neutral information channels that are trustworthy.

Recommendations should be given for developing the market: Certified installer + certified unit: this may lead to anti-competitive climate. There needs to be an appropriate balance in the development of the market.

The recommendations should be targeted to the particular bodies (I.e. to the industry, to installers, to the end-user (i.e. proper energy analysis of the property)).

A lot of stuff on the D26 was also covered from the above discussion. Everyone agrees this was a very useful discussion in terms of preparing the recommendations.

Stewart Russell added that recommendations should not be detailed guidelines on what to do to fix the problems but they should address issues, what to keep in mind when trying to fix certain problems.

In Germany there is a demand for certified products as a prerequisite for receiving subsidies. This approach is not used in Sweden. This could be a problem in a small market, but should at least be a recommendation in larger markets. Growing markets should have growing demands on the quality, but infant markets should have recommendations.

Certified products are a recommendation, also certified installers. This will lead to fewer complaints and less bad reputation in the market. A good practice in this sense is the complaints board which is organised in Sweden by the national heat pump association.

Other recommendations for installations and installers could be using an energy expert who is doing a thorough examination of the building before installation in the house. For the industry a recommendation could be to get market and quality in order (i.e. end users: look for...this and that... Policy makers: do the following).

The following agreements were taken after the discussion:

Partners should deliver to Ingo Eichberger the outstanding material to prepare D12. Ulrich Müller and Ingo Eichberger will discuss the shape of the deliverable more on the way back to Germany.

o D13 Installer Guideline

Jörg Rummeni reported that in mid-April the report will be ready and sent to Roger Nordman for review and feedback.

Roger Nordman suggested as a recommendation for EHPA: to have the material free of charge on the website. Goal should be enhancing the customer-producer relationship (should be part of recommendations).

D 13 has a clear target group. Another idea for recommendations could be related to certification. Certification is good and a deducted policy recommendation could be to provide grants for certification and training, (especially in the actual financial times).

o D20 Marketing Report

This deliverable is still pending. It has to be accomplished by the lead partner. It will be based on the evaluation study produced by T. Nowak on behalf of RWE.

o D21 Information Material on technical and economical aspects of heat pumps and renewables

The French partner shall provide Roger Nordman with a word document. There is a mistake on the front page of the pdf version. The deliverable number must be changed from D19 to D21.

- D23 Report on feed- back from public
Was discussed later in the meeting under PR issues..
- D24 Training Course Marketing UK
The marketing workshop in Edinburgh in September was the event, SR will finalise the report shortly.
- D26 Short Reports / proposals for policy interventions

All partners wrap up the recommendations until the deliverables are due. EU suggestions are written and Stewart Russel compiles them. His recommendations from the Borås meeting should be considered. Results should be sent to SR by 20th of April, even if there is no expert meeting in Linz.

Draft policy recommendations (general and country specific) for all countries should be ready by May 4th. They shall be sent out to the experts to prepare the workshop in May. Then the expert comments shall be integrated after the meeting in Linz. It was agreed to check the guideline drafts with the national HPA strategies and make comments to it. Also, if necessary, new ideas or recommendations shall be proposed. (For example, see if certification is checked and followed up).

Stewart Russel will transmit the recommendations into appropriate English. This means that the texts must be sent to him a week before May 11.

Guidelines were circulated by Stewart Russel for preparing the recommendations. He also circulated the UK recommendations to help the rest of the partners with preparing theirs, within the next couple of weeks. When Stewart uploads a new version of the updated docs he will inform the rest of partners that it's there.

- D32 Pilot Pre- feasibility studies
The partners expressed their lack of appreciation concerning the absence of GRETh in the meeting and the final conference. Especially the fact, that there was no communication to the Bulgarian host or to the project coordinator from GRETh side was regarded as not acceptable and an expression of a lack of respect against the project consortium and the host of the final conference.

In particular the partners were worrying about the fulfilment of deliverable 32 which demands a high coordination with the partners in Bulgaria and UK. The project partners think, that it is not realistic to have the D32 finalised in time and with an acceptable quality any more until the end of the

project, since nothing has been done so far. A solution might be that some of the partners could take over the job.

The project coordinator was asked to check with the EU services if it's possible to shift the budget from GRETh to other partners and to check the related legal issues that must be sorted out in order for the other partners to do it. Also shall be checked if this Deliverable is still relevant beyond the background of the new RES directive. Further he shall request a copy of the subcontracting conditions from the French partner.

The coordinator shall check possible solutions with the desk officer in Brussels. If a friendly solution concerning D32 will not be arranged in due time the lead partner shall send formal letters to Brussels and to the French partner.

Stewart Russel shows the following suggestion for what could be included in the pre-feasibility studies:

Focus of pre-feasibility studies

- Point to ready-made generic solutions: identify range of possible combinations – solar PV, solar thermal, wind, wastewater; identify existing integrated systems available.
 - Technical issues, limitations, problems (need for customisation); need for skills in integration, sizing, design, installation, trouble-shooting, maintenance, etc.
 - Cost structure: increased capital costs deterrent to customer/client; notional calculations of additional costs versus additional savings; possible solutions in grants/loans.
 - Identifying three sites where land plus detailed planning permission available; identifying characteristic of sites favouring particular combined solutions from list (e.g. south-facing aspect favouring solar; high area with good wind regime; absence of nearby houses interfering).
 - Specific combination suggested for each, or two combinations to compare; additional area-specific considerations in technics (e.g. intermittency of wind or sun regime); economics (e.g. poor buy-back/grid connection terms; higher equipment costs because of small market); availability of plant (e.g. need to import); availability of expertise for integration (e.g. architect or energy consultant; multi-skilled installer; knowledgeable builders and sub-contractors).
- **Project implementation in the target areas**
Brief report from each pilot area
 - What has been done since last meeting?
 - Which will be the concrete action in the area according to the dissemination plan?
 - Which results are expected at the end of the project?

This issue was not discussed in detail. It was agreed that in any case the commitments given in Annex 1 must be fulfilled and documented as described under WP 6.

- WP 6 & WP 7 "PR & Dissemination Activities" according to dissemination plan

- Evaluation of events / Use of evaluation tool and feedback questionnaire

The feedback questionnaire as well as the new tool for event documentation has to be used for all future events. Further the documents have to be delivered for all previous events. Good feedback is needed..

- Participation in Conferences

If there have been other meetings in which PHP partners participated, there should be reports especially in the target areas

- WEB Site & Forum

Not discussed.

- Final print brochure on project results

Jörg Rummen mentioned RWE magazines for end-customers and employees which shall be used as a forum to inform about the project.

The decision was taken to prepare a final print brochure on project results which primarily should be disseminated as a pdf file.

Evaluation of events in Bulgaria

- D27 Training Course Bulgaria

Jörg Rummen reported about the training programme which he had carried out on Friday 27th with 40 participants. All participants received certificates for successful participation signed by him and the project coordinator.

For D27 and D 28 it was agreed that the Bulgarian partners will provide the coordinator with full documentation (event report, participants list and feed- back questionnaires.

- D28 European Conference on Heat Pumps

The conference was seen as a big success an excellent event with 105 participants amongst them many regional VIPs and a good response in regional mass media.

- D30 Project meeting

The project meeting was held and documented with these minutes.

- D31 One day round table

This deliverable is still pending. The Bulgarian partners will come up with precise information about the date.

Scheduling of final project phase until end of May

- Agreement on Work plan

See discussion above.

- Agreement on deadlines and quality criteria for deliverables

See previous discussion

- Next Chat dates

For the outstanding project period the following chat dates were agreed:

- April 3rd at 14.00. Extraordinary chat with only subjects activities of French partner for D 32 and Expert Workshop D 4
- April 24th 14.00. Regular Chat for April
- May 4th 14.00. Regular Chat for May.

Review on ProHeatPump

Critical remarks were that there have been too many deliverables. Concentration on less but well profiled deliverables would have been better. The project consortium made a good team building process during the implementation period. Anyhow in a transnational project meetings should be closer which means that more meetings should be planned in future projects.

The participation of the French partner was seen as too weak and not acceptable. They have missed two project meetings, the final conference and some 40% of the chat event without giving reasonable excuse. The coordinator shall communicate this to the French partner.

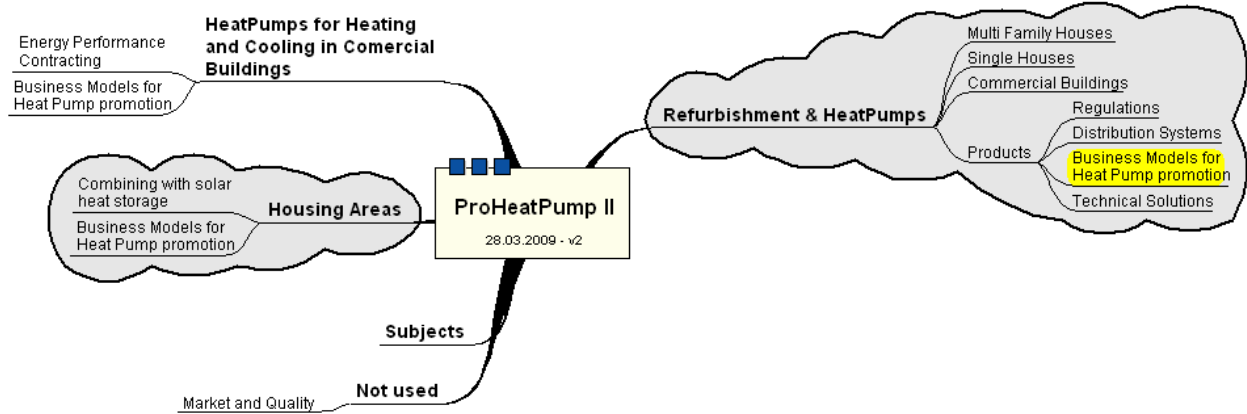
Ideas for follow up projects in the new IEE Call

A couple of new ideas for a follow up project were discussed as

- connection EPDB and EuP, How can the integration of EuP in the building be managed in a professional way, with high efficiency?
- Project targeting installers and planners/architects with main focus on education
- Business models for heat pump promotion
- Refurbishment & heat pumps, eventually combining with solar heat storage.
- Heat Pumps for heating and cooling in commercial buildings, energy performance contracting
- Market and quality (Neutrality and guidance for renewable energy investments, including market conditions and consumer protection.)

After discussing various options a follow up project aiming on involving Heatpumps in refurbishment was seen as the most interesting choice for a ProHeatPump II application which could be based directly on the findings of ProHeatPump.

Some ideas on such project are fixed in the following mind-map:



18h00 **End of the meeting**

Minutes written by Ulrich Müller, based on notes from Antonios Kaniadakis and Roger Nordman

Bremerhaven, 15th April 2009-04-15