

7th CA EED Plenary Meeting, The Hague 17 and 18 March 2016
WG 5.7: Mechanism to handle complaints on energy services

„ESCO IN CROATIA – SOLVING COMPLAINS“

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ESCO IN CROATIA - public sector buildings

- ▶ Programme of energy renovation of public buildings - Governmental programme
- ▶ Energy renovation of public buildings for the period between 2014 and 2015, envisaging in 2014 and 2015
- ▶ About 200 public buildings, whereby investments for an estimated value of about 400 million kuna would be mobilized
- ▶ Ensuring that implementation of measures to improve energy efficiency in public buildings is carried out with no additional spending of owners' /users' budgetary resources
- ▶ The Agency for Transactions and Mediation in Immovable Properties is responsible for the implementation of the Programme
- ▶ Environmental Protection and Energy Efficiency Fund provides funds for financing and co-financing of implementation



ESCO IN CROATIA - public sector buildings

The energy savings are verified through Project documentation (modeling)

Contracting parties:

- ▶ Client - owner of the building (public sector: central state, counties, cities)
- ▶ Service provider (ESCO company)
- ▶ APN - Agency for Transactions and Mediation in Immovable Properties - 3rd contractor party

- ▶ ESCO model: Energy services contract - up to 14 years after the reconstruction Client pays the fee(compensation) to service provider



ESCO IN CROATIA - public sector buildings

If the Client suspects that the energy savings are not achieving (at any time in 14 years) - Client (owner) asks APN for a:

- ▶ revision of project documentation and
- ▶ revision of construction works (if everything is done according to project documentation)

- ▶ If this Revision proves that the energy savings are not achieving, Client stops paying the fee (compensation) to Service provider (ESCO company) until the Service provider eliminate shortfalls

- ▶ No user behaviour or seasonal impacts are of any concern because the energy savings verification (proving) are done through modeling (project documentation)



Thank you for attention!

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