

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 754521. CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Metering and accounting solutions for heating and cooling, technical-economic feasibility and impact on energy efficiency: the Italian experience

Prof. Marco Dell'Isola¹, Prof. Giorgio Ficco¹, Eng. Laura Canale¹, Eng. Biagio Di Pietra², ¹University of Cassino and Southern Lazio, ²ENEA, Energy Efficiency Department 14th October 2020

Scope and research questions

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Scope of the research

Italian specific critical issues

- 1. Remote reading of thermal energy in Italy
- 2. Energy poverty issues (compensation factors)
- 3. Metering and accounting in centralized cooling systems
- 4. Heating and cooling accounting policy

Impact of individual heat metering in residential buildings

- 5. Energy saving on Italian residential buildings
- 6. Metrology and accuracy issues
- 7. Cost/benefit analysis (Italian Thermo-technical Committee (CTI) Guidelines)
- 8. Impact on Italian residential building stock

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Italian specific critical issues

Giorgio Ficco

Associate Professor of Thermal and mechanical measurements

University of Cassino and Southern Lazio

#1 - Remote reading of thermal energy in Italy - EED article 9c implementation (metering)

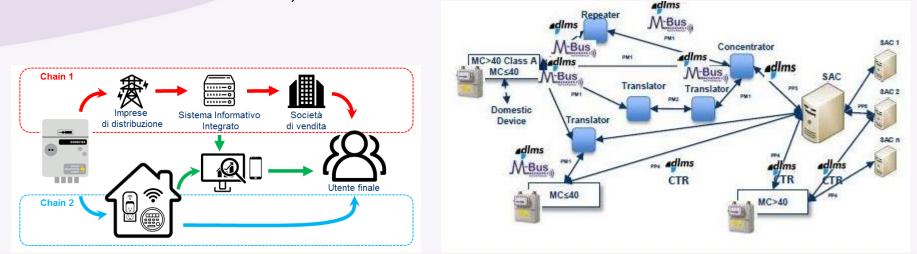
CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

From Italian Legislative Decree 73/2020 (art. 9 sub 5 bis)

"...under cost-efficient conditions thermal heat metering and sub-metering devices (or indirect systems) installed after 25th Oct 2020 shall be remotely readable. Therefore by 1th Jan 2027 all these devices shall be remotely readable".

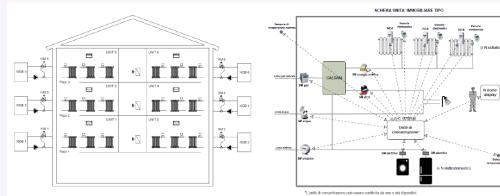
At metering level (i.e. District Heating supply) the Utility company should rely on the telecommunication infrastructures already available through:

- a) power-line (electrical smart metering)
- b) gas system (smart metering gas), namely point-multipoint or point to point (technical standard UNI-CIG 11291)



#1 - Remote reading of thermal energy in Italy - EED article 9c implementation (submetering)

- At sub-metering level, In Italy no punctual remote measurement technology (e.g. walk-by, drive-by, wireless M-Bus, Wired M-Bus, Automatic Metering Reading - AMR), has been set mandatory by law, leaving the user the possibility of adopting the most appropriate in terms of costs and functionality;
- It is underlined that in the technical-economic assessment, the cheaper remote reading feature should be considered which fulfills the minimum number of readings required by law at the time of installation.



CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE





#1 - Remote reading of thermal energy in Italy - EED article 9c implementation

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Problem statement

User feedback has been found to be non-effective in some cases and rebound effect has been observed among people living in retrofitted buildings if no information is given

Methodology

- Installation of remotely read metering and sub-metering devices in 3 case-study buildings (social housing)
- Administration of surveys for assessing energy use and user satisfaction
- Test of the feedback strategy tool on 28 end users, with periodical meetings







#1 - Remote reading of thermal energy in Italy - EED article 9c implementation

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Results

- Performance indicators and personalized suggestions on user energy consumption were greatly appreciated by the participants.
- ✓ simple and immediate information are preferable.
- significant reduction in energy consumption between before and after informative campaign

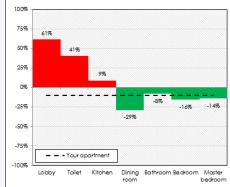


On-going research

Providing the end-users with remote accessible **web applications** to monitor their consumption

Informative sheets

| Your energy consumption over this month | | | | | | | Compared to your expected consumption | | |
|--|--------|-----|-------|----|-------|-------------------|---------------------------------------|---------------------|--|
| Lobby | 124.7 | kWh | 9.5 | *€ | 27.0 | kgco2 | +61% | + 3.6 € 🖾 | |
| Toilet | 119.5 | kWh | 9.1 | *€ | 25.9 | kgco2 | +41% | + 2.6 € 🙁 | |
| Kitchen | 200.2 | kWh | 15.2 | *€ | 43.3 | kgco2 | +9% | +1.3€ 🤤 | |
| Dining room | 276.9 | kWh | 21.1 | *€ | 59.9 | kgco2 | -29% | - 8.6 € 🙂 | |
| Bathroom | 99.9 | kWh | 7.6 ' | *€ | 21.6 | kgco2 | -8% | - 0.7 € 🙂 | |
| Bedroom | 158.8 | kWh | 12.1 | *€ | 34.4 | kgco2 | -16% | - 2.3 € 😳 | |
| Master bedroom | 375.1 | kWh | 28.6 | *€ | 81.2 | kgco2 | -14% | - 4.7 € 🙂 | |
| Total | 1355.1 | kWh | 103.2 | *€ | 293.4 | kg _{CO2} | -10% | - 12.1 € 🙄 | |
| Your energy performances over this month | | | | | | | | Energy savings tips | |

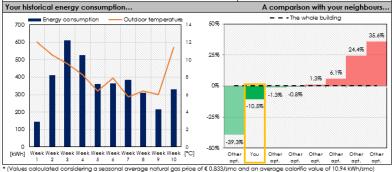


You are doing well!

Please, be shure to keep your energy saving over time by following these tips:

- Control the ventilation of the entrance, the toilet and the kitchen: 10 minutes windows opening are more than enough to have a complete room air change!
- (Heating the house too much hurts your health, your pockets and the earth: 19 °C is more than enough to guarantee your thermal comfort. For each degree you save from 5 up to 10% on consumption.
- 'Avoid obstacles in front of and above the radiators and, if possible, **install radiator reflectors** between the wall and radiator itself to prevent energy waste.

Shield the windows at night. By closing shutters and rolling shutters or by placing heavy ourtains, heat losses towards the outside are reduced.



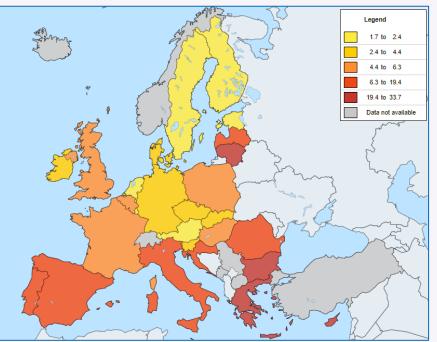
#2 - Energy poverty issues (compensation factors)

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

In Italy, **compensation** of energy costs **is not allowed**

- individual metering could lead to an increase in heating costs for some particularly disadvantaged apartments (low insulated attic or basements etc.);
- Social housing buildings are often old buildings with poor thermal energy performances and obsolete heating systems
- Low income tenants tend to reduce heating consumption regardless the presence of individual metering devices
- Heating costs often represent a great part of the users' income.

Energy poverty in Europe



Population unable to keep home adequately warm by poverty status (% of population)

#3 - Metering and accounting in centralized cooling systems

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

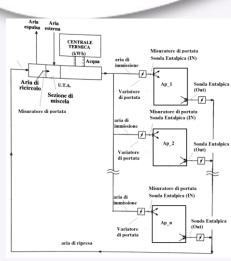
Problem statement

In Mediterranean regions cooling metering and submetering is crucial for achieving energy saving targets, both in residential and commercial buildings

Direct thermal energy meters for cooling applications are not regulated in MID directive

Indirect HCA are not applicable and other indirect systems are applicable only in few cases

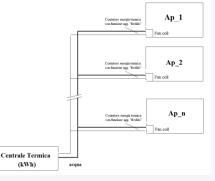
| Plant type | Possible accounting device | Applicable Technical Standard |
|--------------------------------------|--|--|
| Aeraulic (All-air systems) | Insertion flow meter (e.g. Wilson flow grid); Hentalpy probe (i.e. temperature and relative humidity) | ISO 7145:1982* ISO 3966: 2008 IEC 60751 UNI EN 12599:2012 |
| All-water | Thermal energy meter | UNI EN 1434:2016 |
| systems | Insertion time counters | UNI 11388:2015 UNI 9019:2013 |
| Air and water systems | Mixed direct metering and indirect sub-metering | |
| Unitary refrigerant based systems | Volumetric Flow Meters Temp. and pressure sensors | |



Methodology

- Analysis of the methods and devices available for cooling metering and submetering
- Field campaigns in residential and commercial buildings





#4 – Heating and cooling accounting policy

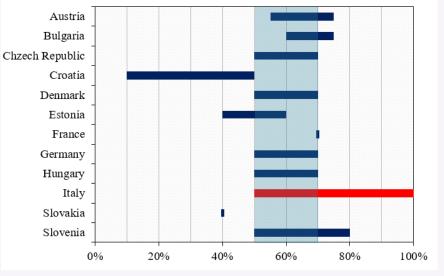
CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Problem statement

Existing heat cost allocation policies are based on equity and responsibility principles which are often conflicting and show limitations related to congruence with the EED objectives.

Methodology

- Analysis of the policies for allocating energy costs in EU (e.g. fixed proportionality, responsibility and fairness principles)
- Development of a new model for heat cost allocation:
 - based on the estimation of extra-consumptions due to building inefficiencies;
 - extra-consumptions are charged to all tenants in order to encourage energy efficient retrofit interventions;
 - application to a social housing building case study.



Range for variable share of heat cost allocation in some EU Member States

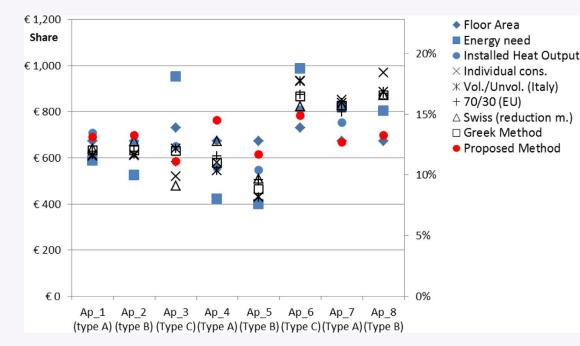
$$f_{ext,i} = \frac{HDD \cdot 0.024 \cdot \sum_{j} [(U_{com,j} - U_{com,j}^{ref}) \cdot b_{j} \cdot A_{com,j}]}{Q_{H,ls,i}}$$

#4 – Heating and cooling accounting policy

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Main findings

- The Proposed methodology is effective in compensating for unfavourable conditions also highlighting how an energy retrofit could lower the energy bill
- Other methods in EU MSs are not always effective in guiding the consumer towards energy retrofit interventions
- The proposed method overcomes the contrast between equity and responsibility in heat cost allocation



CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Impact of individual heat metering in residential buildings

Marco Dell'Isola

Full Professor of Applied Thermodynamics Italian Thermo-technical Committee, CTI 271 Coordinator University of Cassino and Southern Lazio

Scope and research questions

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Scope of the research

Italian specific critical issues

- 1. Remote reading of thermal energy in Italy
- 2. Energy poverty issues (compensation factors)
- 3. Metering and accounting in centralized cooling systems
- 4. Heating and cooling accounting policy

Impact of individual heat metering in residential buildings

- 5. Energy saving on Italian residential buildings
- 6. Metrology and accuracy issues
- 7. Cost/benefit analysis (Italian Thermo-technical Committee (CTI) Guidelines)
- 8. Impact on Italian residential building stock

#5 - Energy saving in Italy

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

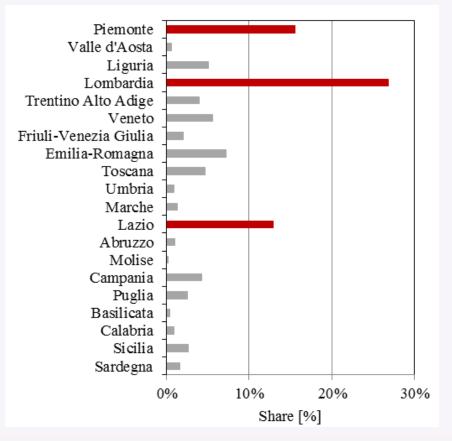
Problem statement

The literature on the energy saving of HAT systems is mainly related to continental climates and is affected by methodological issues (lacks in definition sample etc.)

Methodology

Experimental campaign carried out on <u>3050</u> <u>dwellings</u> in <u>50 buildings</u> in three representative Italian regions subject to Heat Cost Allocator and Thermostatic Radiator Valves installation (two heating seasons at least).

Centralized heating systems in Italy



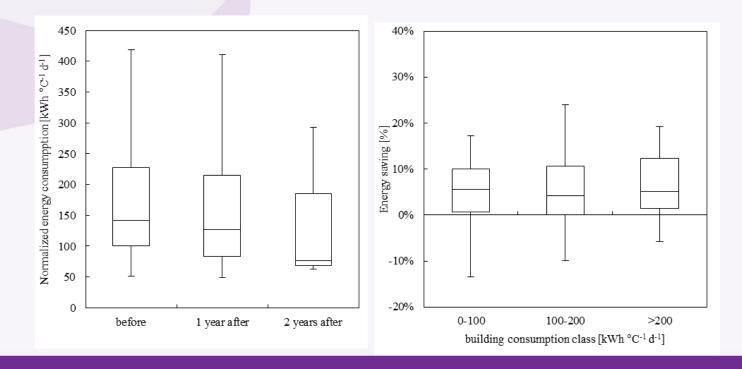
#5 - Energy saving in Italy

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Main findings

Average energy saving of:

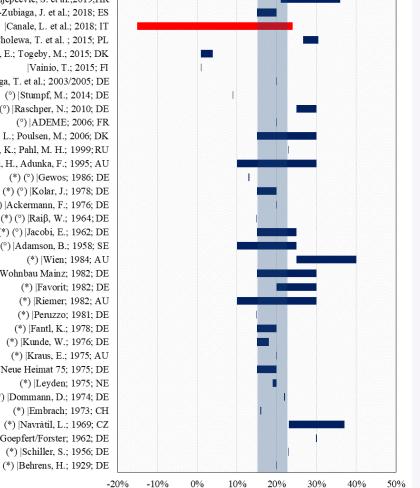
- about 8.7% one year after the installation,
- additional 2.3% the second year after the installation



#5 - Energy saving in Italy

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Slijepčević, S. et al.;2019;HR Terés-Zubiaga, J. et al.; 2018; ES Canale, L. et al.; 2018; IT Cholewa, T. et al. ; 2015; PL Zvingilaite, E.; Togeby, M.; 2015; DK Vainio, T.; 2015; FI (°) |Loga, T. et al.; 2003/2005; DE (°) |Stumpf, M.; 2014; DE (°) |Raschper, N.; 2010; DE (°) |ADEME; 2006; FR (°) |Gullev, L.; Poulsen, M.; 2006; DK (°) |Pötter, K.; Pahl, M. H.; 1999; RU (°) Juri, H., Adunka, F.; 1995; AU (*) (°) Gewos; 1986; DE (*) (°) |Kolar, J.; 1978; DE (*) (°) Ackermann, F.; 1976; DE (*) (°) |Raiß, W.; 1964; DE (*) (°) Jacobi, E.; 1962; DE (*) (°) Adamson, B.; 1958; SE (*) Wien; 1984; AU (*) |Wohnbau Mainz; 1982; DE (*) |Favorit; 1982; DE (*) |Riemer; 1982; AU (*) Peruzzo; 1981; DE (*) |Fantl, K.; 1978; DE (*) |Kunde, W.; 1976; DE (*) |Kraus, E.; 1975; AU (*) Neue Heimat 75; 1975; DE (*) |Leyden; 1975; NE (*) Dommann, D.; 1974; DE (*) |Embrach; 1973; CH (*) Navràtil, L.; 1969; CZ (*) |Goepfert/Forster; 1962; DE (*) |Schiller, S.; 1956; DE



Comparison of italian results with energy savings (min-max) in other EU countries

#6 – Metrology and accuracy issues

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

On-field tests

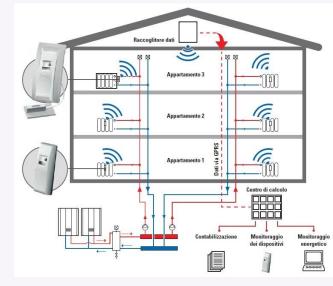
Problem statement

Despite the need of **consumers' protection**, neither legal metrology requirements are available for indirect accounting systems nor applicable technical standards specify the related **on-field maximum permissible errors**.

The high number of interconnected devices and the influence of installation and operative conditions on their on-field metrological performances could be significant

Methodology

- → A statistical model has been developed to estimate and predict the on-field reliability of heat accounting systems (3 different case studies)
- → Laboratory tests (INRIM)



#6 – Metrology and accuracy issues

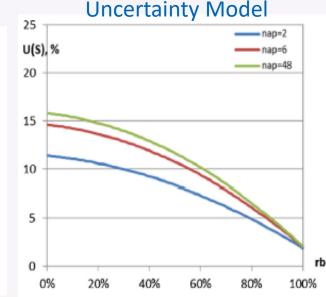
CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

On-field tests

Main findings

→ Estimated Uncertainty variable between 10.1% and 11.7% in a twofamily house in critical conditions, between 2.7% and 4.9% in a large building in optimal conditions.

Indirect vs Direct Measurement 20% 20% $\times Ap_1$ $\times Ap_1$ SE/S, % SE/S, % Ap 2 Ap_2 * ×Ap_3 ×Ap_3 0% 0% XAp_4 XAp_4 Ap_5 Ap_5 + Ap_6 + Ap_6 -20% -20% -40% -40% -60% -60% study case #1 study case #2 study case #1 study case #2 a) b)

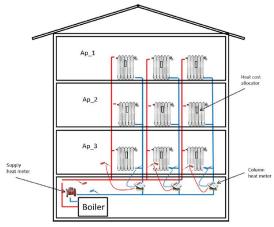


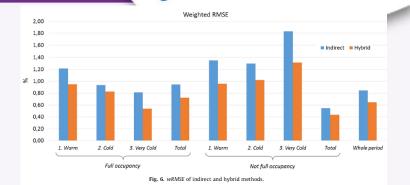
#6 – Metrology and accuracy issues

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Laboratory tests

- → Hybrid method aimed at improving indirect heat accounting systems accuracy by installing a direct heat meter in each raising main
- → Improved accuracy at different conditions of occupancy and climate (warm, cold, very cold)





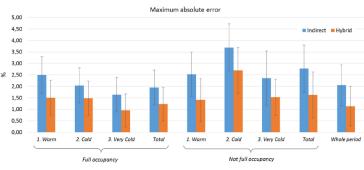


Fig. 7. Maximum error of indirect and hybrid methods.



#7 – Cost-benefit analysis

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

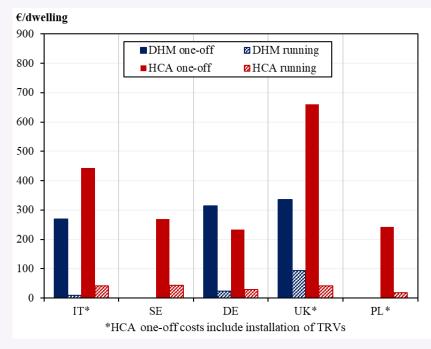
Problem statement

In Italy, the installation of heat accounting systems is mandatory only after technical and economical feasibility evaluation on single buildings.

A clear methodology to allow professionals evaluating cost-effectiveness is crucial.

Actions

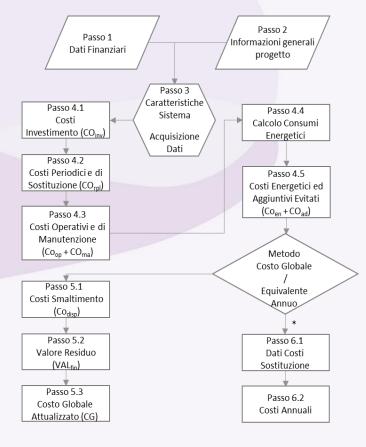
- ENEA and UNICAS developed "THIM Test Viability Test Tool for Individual Heat Metering Beta".
- Italian Thermo-technical Committee (CTI) specific Guidelines based on EN 15459
- The cost benefit analysis takes into account the cost of the remote reading



Reference costs in some states

#7 – Cost-benefit analysis

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE



*procedura ammessa solo per relazioni redatte ante revisione EN 15459:2018

| | Costi Globali | Simbolo | Applicabile (Si/No) |
|----------------|---|--------------------|------------------------|
| | Costi iniziali per Acquisizione Terreno - Acquisizione, preparazione, decontaminazione, ecc | | No |
| | Costi iniziali di progettazione - Progettazione sistema contabilizzazione e termoregolazione | - | Si |
| Costi Iniziali | Direzione lavori Costi iniziali (in situ) Acquisto sistemi di contabilizzazione e termoregolazione (per esempio ripartitori walk-by, valvole termostatiche, detentori, ecc.) Acquisto apparecchiature ausiliare1 (per esempio relativi alla sostituzione dei circolatori, valvole o dei sottocontatori in centrale termica) Modifiche dell'impianto termico Opere murarie ed eventuali smaltimenti materiali risulta Installazione (smontaggio e rimontaggio valvole e detentori, eventuale lavaggio degli impianti, bilanciamento idraulico, modifica di circuliti elettrici) Prove. collaudi e certificazione | COinv | Si |
| | Costi Periodici e di Sostituzione (costi una-tantum) Costi di sostituzione di componenti e sistemi per invecchiamento (se la vita media è minore al periodo di calcolo) Costi di manutenzione straordinaria (e.g. controlli metrologici periodici se obbligatori) | CO _{rpl} | Si |
| ali | Costi di Manutenzione - Manutenzione ordinaria - Riparazione | COma | Si |
| Costi Annuali | Costi Operativi - Servizio di misura (riferito al costo di lettura walk-by) - Servizio bollettazione | COop | Si |
| ŏ | Costi Ristrutturazione | - | No |
| | Costi energetici (evitati) - costi evitati derivanti dal risparmio di energia - costi evitati derivanti dalla regolazione | CO _{en} | Si |
| | Costi aggiuntivi (o evitati) - detrazioni fiscali - incentivi minimi previsti dalla legge | CO _{ad} | Si |
| Costi Finali | Valore Residuo - Valore residuo degli impianti e dei componenti al termine dell'intervallo di calcolo | VAL _{fin} | Si |
| Cost | Costi di smaltimento del sistema o del componente (laddove prevista). | CO _{disp} | Si |

#8 – Impact on Italian building stock

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Problem statement

Lack of studies assessing the impact of individual metering policy (both in Italy and in EU).

Methodology

UBEMs (Urban Building Energy Models) are required to estimate the impact of energy policies and scenario analysis.

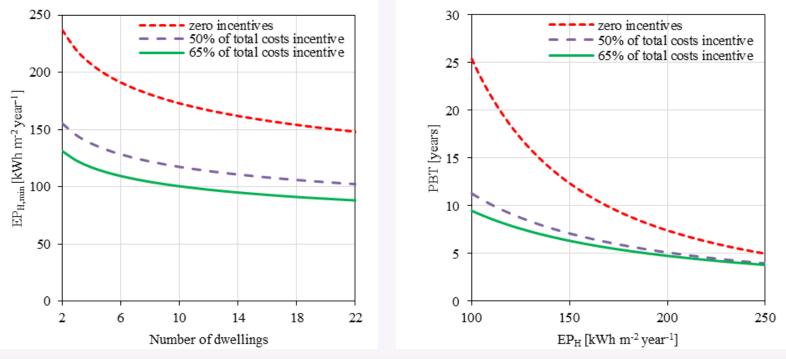
- Bottom-up building energy model developed, validated and calibrated to estimate the energy consumption of the Italian residential building stock:
- Analysis of statistical data about Italian regional building stocks (age, type, floor area, U etc.)
- «Building typologies» definition and assignment of thermo-physical and heating plant parameters
- Estimation of energy consumption (Asset Rating/Operational Rating) and model validation
- Economical feasibility assessment for each building typology defined
- Policy scenario definition (fiscal incentives)

#8 – Impact on Italian building stock

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Application of economic feasibility analysis to typical Italian building typologies in three scenarios of fiscal incentives





#8 – Impact on Italian building stock (Q10)

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Results

| conorio cimulation | Region | | Fiscal policy 1 (0% incentives) | | Fiscal policy 2 (50% incentives) | | Fiscal policy 3 (65% incentives | |
|---------------------|-----------------------------|-----------------------|---------------------------------|-------|----------------------------------|-------|---------------------------------|-------|
| Scenario simulation | | | OR | AR | OR | AR | OR | AR |
| | North | Piemonte | 0.000 | 0.019 | 0.034 | 0.056 | 0.041 | 0.065 |
| | | Valle d'Aosta | 0.002 | 0.003 | 0.004 | 0.004 | 0.004 | 0.004 |
| | | Liguria | 0.000 | 0.004 | 0.003 | 0.015 | 0.006 | 0.017 |
| | | Lombardia | 0.042 | 0.089 | 0.107 | 0.141 | 0.128 | 0.143 |
| | | Trentino Alto Adige | 0.011 | 0.016 | 0.019 | 0.023 | 0.022 | 0.024 |
| | | Veneto | 0.000 | 0.000 | 0.003 | 0.014 | 0.008 | 0.017 |
| | | Friuli-Venezia Giulia | 0.000 | 0.000 | 0.000 | 0.002 | 0.002 | 0.005 |
| | | Emilia-Romagna | 0.000 | 0.030 | 0.021 | 0.036 | 0.027 | 0.037 |
| | Center | Toscana | 0.000 | 0.007 | 0.005 | 0.017 | 0.010 | 0.018 |
| | | Umbria | 0.000 | 0.003 | 0.002 | 0.004 | 0.003 | 0.004 |
| | | Marche | 0.000 | 0.001 | 0.001 | 0.004 | 0.002 | 0.005 |
| | | Lazio | 0.000 | 0.012 | 0.006 | 0.037 | 0.014 | 0.043 |
| | | Abruzzo | 0.000 | 0.000 | 0.000 | 0.002 | 0.000 | 0.003 |
| | South and Islands | Molise | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.001 |
| | | Campania | 0.000 | 0.000 | 0.000 | 0.007 | 0.000 | 0.008 |
| | | Puglia | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.003 |
| | | Basilicata | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.001 |
| | | Calabria | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| | | Sicilia | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.001 |
| | | Sardegna | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.002 |
| | Italy (Mtoe) | 0.056 | 0.186 | 0.204 | 0.366 | 0.268 | 0.399 | |
| | Italy (share ^a) | | 0.3% | 0.9% | 1.0% | 1.7% | 1.3% | 1.9% |

^a Share referred to the total energy consumption for space heating in residential sector of 21.1 Mtoe estimated in 2015.

Thank you for your attention

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Marco Dell'Isola Full Professor Giorgio Ficco Associate Professor

Via G.Di Biasio, 43 03043 Cassino (FR) - IT

Email: <u>dellisola@unicas.it</u>

ficco@unicas.it

Tel: +39 0776 2993666

+39 0776 2993666

Web: www.unicas.it



EU cost allocation rules

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

| Member state | Variab Min. | le cost share Max. | Note | Compensation |
|--------------|----------------|-----------------------|---|---------------|
| Austria | 55% | 75% | Shares are defined through agreements between the energy company and users. If an agreement cannot be found, the energy cost is divided by 65% according to metered consumption and 35% by floor area. | Forbidden |
| Bulgaria | 60% | 75% | Heat cost allocation is performed by heat transmission companies, heat providers, or by qualified technicians. Compensation factors are rarely used. | Allowed |
| Croatia | 10% | 50% | | Allowed |
| Czech Rep. | 50% | 70% | None should pay a share lower than -20% or higher than $+100\%$ of the building's average. | Mandatory |
| Denmark | 50% | 70% | Heat cost allocation is managed by the energy company or by the building owner. | Mandatory |
| Estonia | 40% | 60% | Fixed and variable costs shares are not specified in the current regulation. Typically, companies offering measurement and/or cost allocations systems and services provides also recommendations on heat cost sharing. Compensation factors are widely used. | Allowed |
| France | 70% | | Share for voluntary consumption is fixed by law. Compensation is allowed and managed by the condominium meeting | Allowed |
| Germany | 50% | 70% | The choice is agreed by the building owner in the rental contract with tenants. It is required that 70% of total cost is based on individual consumption. | Forbidden |
| Greece | Calcula | ated case by case | Fixed energy costs are calculated as a function of the "indirect heat" delivered to the apartment through specific factors given by the Greek technical standard as a function of the dwelling's characteristics. | Allowed |
| Hungary | 50% | 70% | Heat costs allocation rules are defined only for district heating, no mention is done to similar rules for centralized heating systems. The condominium meeting can decide whether applying a different scheme, often with a detailed energetic calculation. Compensation is allowed and performed for single rooms in the dwelling. | Allowed |
| Italy | Minim | um 70% | A detailed energy calculation performed by a qualified technician is required by law. | Forbidden |
| Latvia | | gulated | There is not any obligation to adopt or not cost allocation rules based on actual consumption. Conversely, the choice of the calculation method is assigned to the condominium meeting. Compensation is allowed and performed by independent technicians. | Allowed |
| Lithuania | Not re | gulated | Apartment/building owners can decide the heat cost allocation method. The agreed method shall be authorised/validated by the National Commission for Energy Control and Prices. | Mandatory |
| Netherlands | Not re | gulated | If required by one or more tenant, a professional should be asked to check heat cost allocation performed by the service or heat company. The use of compensation factors is actually under discussion | Not applicabl |
| Poland | Not re | gulated | It is currently under discussion the adoption of a min./max. range for variable heat consumption between 10 and 45% | - |
| Romania | Not re | gulated | It is currently under discussion the adoption of a share for variable heat consumption of 40%. Compensation is allowed and performed for single rooms in the dwelling. | Allowed |
| Slovakia | 40% | | Fixed by law, but adjustable to other ratio upon agreement | Allowed |
| Slovenia | 50% | 80% | Low and high consumptions per square meter in respect to the average are limited to 40% and 300% of the average itself, respectively. Compensations factors are allowed and estimated by independent technicians. | Allowed |

User perception on heat accountind devices

CONCERTED ACTION ENERGY EFFICIENCY DIRECTIVE

Questionnaires

- A. Overall, I feel satisfied with the installation of thermostatic valves and sub-metering devices in my apartment
- B. I do often adjust the temperature using the chrono thermostat
- C. During periods of absence from the apartment, I set the thermostat temperature to minimum to save energy
- D. I think the installation of thermostatic valves and submetering devices in my apartment is helping me save on my gas bill
- E. The temperature in my apartment is often too high and I am forced to open the windows
- F. The temperature in my apartment is often too low
- G. I use alternative systems to heat my apartment (electrical heaters etc.)

