

## Case Study 25: Eco n'Home: Energy service for European households in the UK, Italy, Belgium, France, Portugal and Germany

### The Netherlands

#### Summary

The aim of the European research project Eco n'Home was to monitor and reduce the energy consumption of 940 households across Europe between January 2006 and December 2008. A second aim was to evaluate current methodologies and deliver a new method for advising households on sustainable energy in their dwelling and travel.

The overall method consisted of an initial contact between household and energy advisor, an Energy Audit, an Audit report, an Action Plan, a Follow-up and a Final evaluation report. The strength of the method is the personal contact and long term focus (the measures recommended are measured after 1 and 2 years, but are intended to have further impact). The nine project partners implemented the six step Eco n'Home method in a flexible way in nine samples in six European countries.

40% of the 940 participating households withdrew during the project mainly due to personal circumstances. This led to a number of 268 households on which the evaluation of the outcomes is based. These households met the target on heating reduction. The other targets on the reduction of total energy consumption, the specific use of electricity, transports and CO<sub>2</sub> emissions were not met:

Apart from these general outcomes, the nine samples had diverse outcomes on specific aspects that in many cases can be explained by the variations of the overall method used in practice and the different local contexts of the samples. The project partners of the Eco n'Home project also performed a self evaluation on the method. This led to 10 recommendations and lessons for future energy service projects.



#### Lessons learned

1. When financial grants are provided more energy savings take place.
2. The commitments of participants may improve when they have to pay for the services.
3. It is good to have personal contact between the energy advisor and the household when compiling the audit results and designing suitable schedules of work with knowledge about the family.
4. The differences between the outcomes of the nine samples can be explained by external factors like: the involvement of third parties, the existing policies, the evolution of gas and electricity prices, the differences in baselines and the difference in availability of alternative transport.
5. When the recommended measures are relatively cheap, more measures are realized by the participants.