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National Stakeholders Platform Meetings Report



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National Stakeholders Meetings
Report

UK

17th September 2018



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1. SUMMARY

The kick off meeting of the NSP in the UK was held on the 30th of July 2015 at Simmons & Simmons in London. The meeting was organised by the Solar Trade Association and the meeting agenda, attached covered an introduction to the LabelPack A + project and the implantation strategy.

17 stakeholders were contacted for the initial kick-off NSP meeting and ten stakeholders attended:

After an introduction from the Solar Trade Association about the LabelPack A+ project each participant had to explain what activities they had been involved in related to energy labelling. There was a general discussion about what the UK needed to do to support the introduction of LabelPack A+, followed by the Solar Trade Associations implementation strategy and feedback.

The purpose of the NSP was covered in detail:

- Provide feedback on project
- Make decisions on project
- Gain and disseminate knowledge about energy labelling and the project

In the discussion the NSP agreed that the Solar Trade Association could share any information to help spread the word. The project, online tool, online helpdesk, project website and training activities were discussed in detail as shown in the minutes attached below. The main actions for the NSP were to contribute to the FAQs and to list the potential opportunities for training events and seminars. The Solar Trade Association had some follow up requests and questions, which were answered and sent to the group.

There was subsequently another NSP meeting that carried on the themes of the previous meeting. This was less well attended however actions were maintained by email and phone. We hosted no subsequent meetings however met stakeholders individually to discuss actions.



2.

Goal

The goal is to critically analyse the results, identify the sectors still to target and outline the timeline of activities for the next period.

3. NSP Meeting 1 – 30th July 2015

3.1 Agenda

The meeting was held on Tuesday 30th July, 2015 at 10:30 – 13:00 at Simmons & Simmons, CityPoint One, Ropemaker Street, EC2Y 9SS, London, United Kingdom

10:30 – Welcome and Coffee

1045 Meeting Start

1. Introduction – David Pickup
2. Description - what is the Labelpack A+ project . – David Pickup
3. What is everyone doing already on energy labelling – D Pickup and general discussion
4. What do we need to do in the UK to support the introduction of Labelpack A+. – General Discussion and input
5. Our implementation strategy/feedback.
6. AOB/next meeting
7. Lunch (13:00 - 13:30)



3.2 Participants

Name	Organisation	Initials
Kathy McVeigh	STA/CoolSky	KM
Stewart Clements	HHIC	SC
David Matthews	IDHEE	DM
Sara Kassam	CIBSE	SK
Nick Davies	NAREC	ND
Lee Richards	Regen SW	LR
Tom Chapman	Gemserve	TC
Patrick Allcorn	DECC	PA
Andrew King	Energy Saving Trust	AK
Elaine Berry	Energy Saving Trust	EB

3.3 Materials

1. Introduction – David Pickup
2. Description - What is the Labelpack A+ project – David Pickup

Presentation below:



Description of Project.pptx

3. What is everyone doing already on energy labelling – D Pickup and general discussion
4. What do we need to do in the UK to support the introduction of Labelpack A+. – General Discussion and input

3.4 Discussion

Discussion on what is being done and what needs to be done

Energy Savings Trust (EB):

- We already have information for consumers
- We communicate standards, and update products on our online database
- We are running EU projects (Marketwatch and ComplianTV) which may have some shared knowledge.



HHIC (SC):

- The market has been dealing with this for 10 years (from condensing boilers)
- We are already ready with products, but more interest in the package label
- We have created a website with some FAQs.
- Manufacturers are already doing many roadshows (e.g. Wolseley running 45 roadshows with 40-50 people at each).
- The biggest question is “where do I get the label from?” – 95% of the time this is the manufacturer at the moment.
- Amazing how little information there is: very keen on communication/information dissemination.
- We are engaged with National Measurement and Regulation Office (NMRO) who helped to put together some of the information.

NAREC (ND):

- We have trained 85 installers, and the main issue is that no one knows what the label is.
- We can help with translating euro-focussed language into something that installers will understand.

Question from ND – does the project cover heating as well as hot water, or just hot water?

Action (DP, STA) - confirm with the project team whether the Labelpack A+ includes (space) heating or just hot water

Question from SK: can we look at the minutes of other NSPs across other countries?

Action (DP, STA) - Confirm that minutes from other country meetings can be circulated, and circulate them

Question from SK: Does ErP cover domestic only, or non-domestic as well?

SC: ERP covers <70kW so it is mostly domestic.

TC: The ESTIF report on energy labelling is quite helpful on general energy labelling issues.

Action (DP, STA) - Circulate ESTIF report on energy labelling

Discussion on project and energy labelling

- SK: Important thing is that package label is different to other labelling, as the components of a system behave differently in a system than separately.
- SC: there was recently communication from EU on rebanding the labels, changing A+++ - D to A – G for example. See [original announcement](#) and [HHIC press release](#).
- LR: installers want the simplest approach, with the least paperwork. Consumers don't really care that much about different energy labelling ratings.



- DM: Renewables installers have to do extra paperwork – it's much more complicated than non-renewables. There is a huge amount of extra bureaucracy to do renewables.
- SC: totally agree on the extra paperwork. There are 123,000 gas safe installers (people) from 63,000 companies. In comparison, there are 2,500 registered under MCS, 900 of which PV.
- ND: in Germany, heating engineers are “artisans” (or at least that is the perception from here). Consumers in the UK are motivated fundamentally by price point.
- TC: yesterday we had a webinar with Ofgem on heat pumps and energy labelling. We are doing an FAQs list based on that and can share with the group. There is also plenty of information from manufacturers, and we are putting information on ERP on our website.
- LR: We should pull together some FAQs to explain energy labelling. [This is part of the project]

Discussion on the Labelpack A+ online tool to generate package labels

- Question from ND- Do installers use a software system to calculate the label or use a label provided by manufacturers?
- Answer from group: it varies. We are required to provide support for all, so we should provide a webtool which all can use. We also need to be aware of the market which has already looked at these tools.
- Question from DP: How important is our tool in the context of other tools that manufacturers have put together?
- Answer from KM: very important, as we can enable the market to pull together different parts into the package label.
- Question from ND: do we need to link this in with the MCS calculator? It is important to have way for an installer to say “this is A+, without solar it is D”; Differentiation is key.
- Action (DP,STA) - Discuss with Stuart Elmes what the interaction is between the label calculation and TSPEC
- Question from EB: are products European? Is the database going to be at European level or UK?
- Answer from DP: the database is currently planned to be at UK level rather than EU level.
- EB: we need to do some sense checking of the data.
- ND: we can do some testing for you – particularly with installers that we train?
- Question from DP: are manufacturers keen to give data?
- Answer from SC: they have to through the product fiche, and this is held at EU level.
- Action (DP,STA) -Confirm that product fiche data is stored on a central EU database, and investigate ability for the online package label tool to link to that database
- Question from DP: will manufacturers engage with us, given that this project is somewhat in competition with it?



- Answer from EB: manufacturers want to support installers, and aren't only concerned with their own tools.
- TC: manufacturers need to make fiche information publicly available, but many are not giving info out until 26th September.
- SK: we should scope out what the plan is for taking the tool onward after the project finishes. We need to know this fairly soon.
- EB: Agreed. We also need to work out how to maintain it and communicate this.
- SK: It will be important for the credibility/trustworthiness of the tool for a body to own this tool after the project is finished, as very few people will have heard of this project itself. Perhaps this should be the STA?

Discussion on online platform helpdesk

There are three types of support required through the helpdesk:

- Installers: using tools + technical problems
- Installer wanting to understand about their requirements
- Consumers: general information on labelling and package label

EST can potentially provide an answering service for consumers (i.e. the third bullet point), but would need the necessary information to pass to their colleagues.

Discussion and decisions on online tool

- DP to seek further clarity on the development of the tool.
- The rest of the NSP to keep informed and define how things will be.
- The rest of the NSP to help with testing when required.

Discussion on what information is required for the project website

- We should be servicing manufacturers as well as installers and consumers. We also need to define how this connects with other aspects e.g. MCS or other heating regulations.
- The guidance needs to be clear and concise i.e. What does it mean for me?
- Three sets of FAQs are required, for the different audiences
 - Consumers
 - Installers
 - Manufacturers
- As well as directly to the above, we can also provide information to bodies like Age UK to try and improve consumer knowledge.

Action (DP, STA) - Put together collaborative spreadsheet to enable brainstorming of FAQs and events (google sheets or similar)



Action (ALL) - Fill out collaborative spreadsheet with FAQs and answers

Action (DP, STA) – Draw up a timeline of what the NSP will need to do over the 3 years.

Discussion on other work the STA could do to help the NSP

- The STA should share its PR strategy/information for the project with the group. Give to everyone in the NSP so that they can help spread the word.
- The STA should also put together a “Media pack” –information that is consistent and simple so that all parties are giving the same message.

Discussion on Training activities

- Merchants run training programmes and networking opportunities and are happy and open to have other people coming in, so this is an opportunity for the project to run events through this.
- There are Heating and renewables roadshows, which we could run a seminar at?
- Webinars as well as face to face meetings could be helpful. It's important these aren't just presentations, but are also assessments.
- Social media involvement is important. HHIC always talking about energy labelling so everyone should also be doing this too.
- PA: LinkedIn is also a good tool – the RHI groups are successful.
- DM: RESA forum in November – we could run a labelpack/energy labelling seminar there.
- Action (ALL) - Fill out collaborative spreadsheet with possible events where we could run seminars, and other training possibilities e.g. webinars

Discussion on monitoring activities

- Media impressions could be a useful target as an indication of dissemination
- Website hits may also be a useful indication for the different information available on the site.
- An installer survey may also be an effective way of obtaining feedback on the events and general knowledge base.

3.5 Pictures

Pictures were not allowed

3.6 Contacts

Isabella O'Dowd iodowd@solar-trade.org.uk

David Pickup dpickup@solar-trade.org.uk



4. NSP Meeting 2 – 23rd Nov 2015

4.1 Agenda

Location: Osborne Clarke, London

Date: 23 November 2016 from 10:30 to 13:30

The 2nd Label Pack A+ National Stakeholders Platform meeting aims to analyse the 1st year of implementation of the heating energy label, presenting the tools and resources developed by the consortium and the status of the activities developed so far.

Time	Topic
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10h30 – 10h45	Welcome and coffee
10h45 – 11h00	Introductions
11:00 - 11:15	1 st year - Overview on the heating labelling framework
11h15 - 11h45	National Pilot Project Activities implemented so far Label Pack A+ - the tools and resources developed <ul style="list-style-type: none">• Website• Brochures• Video• Labelling tool and users area• Labelling tool app
11h45 – 12h00	Proposed activities and upcoming events of the project
12h00 – 12h15	Coffee break
12h00 – 12h30	Stakeholder Involvement and Next Steps
12h30 – 13h00	Q&A Session & Conclusions
13h00 – 13h30	Lunch



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4.2 Participants

For the second meeting there were 7 attendees from 6 different organisations within the heating and cooling sectors.

Full name	Organisation
Isabella O'Dowd	STA
Sara Kassam	Chartered Institute of Building Services Engineers
Kathy McVeigh	Cool Sky
Elaine Berry	Energy Saving Trust
Louise Evans	Gemserv
Cordelia Grey	Gemserv
Stewart Clements	Heating and Hotwater Industry Council

4.3. Materials

See the PowerPoint presented at this event below.





4.4 Discussions

The actions that were determined at this meeting are as follows:

	Installer training	Consumer training	Market update survey	Increased communication	Regulation office
Activities planned	London (Feb) Midlands (March) Northern Ireland (April)	One large consumer event e.g. at Ideal Homes Show	Complete the survey in January	Increase number of articles, blogs and information	Meeting organised Monitor progress Produce info
NSP contribution and support	Support to promote and target installers outside of solar	Promotion Joint event?	Promotion of the survey through email and websites	Links provided on NSP website Blogs or articles with NSP	

4.5 Pictures

No pictures were allowed

4.6 Contacts

Isabella O'Dowd iodowd@solar-trade.org.uk



5. Conclusion

The project started with good engagement from stakeholders, lots of training to installers and some manufacturers also took place. The second NSP was less well attended, however, most actions were completed and the impact of the LabelPack A+ for solar thermal continued to be communicated.

After 2015 there were many political and market forces which saw the industry fall into a phase of decline which shifted attention away from solar thermal and the LabelPack A+. The UK solar thermal industry lost market share in part as the popularity of rooftop PV driven by the Feed-In-Tariff. Later in 2017, the policy incentive to install solar thermal, the Renewable-Heat-Incentive, was threatened and again attention and capacity of the entire industry were refocused. Although the RHI was retained the market has struggled to recover. The STA saw many engaged solar thermal members leave the STA or diversifying into PV and so members attentions towards the project have either disappeared or diverted.

There are other factors leading to a slowing of momentum for the project as well as a decline in STA our solar thermal members. UK government resources have been cut and policy focus on energy efficiency and renewables significantly reduced. Throughout the project, we found that, whilst solar thermal companies were engaged with LabelPack, consumers and conventional heating installers showed no engagement at all.