



D6.4 Market plan – FAQ

United Kingdom



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FAQ: How to use Code of Conduct to promote EPC to clients?

This section presents a list of FAQ:s on how to use the Code of Conduct to promote EPC to clients. The FAQ:s are related to the market plan in D 6.4 and will be published on the Transparensense website. For basic definitions of EPC, energy services and related terms, we refer to the Transparensense website, www.transparensense.eu.

Q: What is the EPC Code of Conduct?

A: Within Transparensense an Energy Performance Contracting (EPC) Code of Conduct is developed. The EPC Code of Conduct defines the basic values, principles, rules and expectations, behaviour, and relationships that are considered fundamental for the successful preparation and implementation of EPC projects. The EPC Code of Conduct serves as a framework for ethical decision making within this field, and is intended for Energy Service Companies, clients and EPC facilitators. The EPC Code of Conduct will define what EPC is and what different actors in EPC projects can expect from each other.

Q: What is the goal of the EPC Code of Conduct?

A: The main goal of the EPC Code of Conduct in Transparensense is to define a set of rules for implementation of Energy Performance Contracting to support development of transparent and trustworthy high quality EPC market across Europe. The EPC Code of Conduct has dual purpose of improving trust and confidence in the EPC market on the one hand and, on the other hand, promoting application of best international quality principles, methods and practices by all relevant stakeholders, including policy makers.

Q: Who will adopt the EPC Code of Conduct?

A: The integrity of the EPC is ensured by EPC providers accepting and adopting the EPC Code of Conduct. However, the EPC Code of Conduct is intended for EPC clients and EPC facilitators too, addressing EPC values and principles of a quality EPC.

Q: How are the rules of the EPC Code of Conduct set out?

A: The rules of the EPC Code of Conduct are set out in the form of nine principles and these, together with core values guide EPC provider and client's behaviour. The EPC Code of Conduct is supplemented by detailed instructions that provide further guidance.

Q: What are the clients' benefits of using the EPC Code of Conduct?

A: The benefits of using the EPC Code of Conduct underpin the provision of guaranteed energy savings, transferred project risk, energy management and specialist skills and knowledge needed for financially viable energy efficiency improvement projects.

Q: Why is the Code of Conduct relevant for Energy Performance Contracting?

A: The EPC method has different forms in different countries and occasionally the EPC projects tend to pay lower attention to the core EPC features, such as the contractual energy saving guarantees. The EPC Code of Conduct therefore represents general rules and guidelines for EPC market players, especially for EPC providers, setting up quality level for EPC projects.

Q: What should (does) the EPC Code of Conduct mean for EPC providers?

A: Through their activities, the EPC providers follow two main goals: to provide energy services (EPC) and to gain profits while doing so. The EPC Code of Conduct defines the basic principles of behaviour and conduct that will ensure that the goal of attaining profit will not overrule the goal of providing high quality services.

Nevertheless, the Code of Conduct is not a law and therefore it is mainly up to the EPC market players to use the Code of Conduct to their benefit.

Q: Does the EPC Code of Conduct represent just another obligation for EPC providers?

A: At first sight, it may seem that the EPC Code of Conduct defines just (another) set of obligations and requirements. However, this is not how the EPC Code of Conduct should be mainly perceived.

On the contrary, this tool can be very well used in marketing activities. By subscribing to and especially following the rules and principles of the EPC Code of Conduct, the EPC providers show to their clients that they offer high-quality services.

Q: Is the EPC Code of Conduct relevant to the EPC customers and EPC facilitators representing the customers?

A: On one hand, the EPC customers and facilitators may use the EPC Code of Conduct as a point of reference as to what to expect and require from EPC providers during the EPC tender procedure, when installing the energy efficiency measures and especially during monitoring and verification of energy savings. On the other hand, the EPC Code of Conduct represents a challenge for clients and facilitators to be good, reliable partners towards the EPC providers.

Q: Does the EPC Code of Conduct influence the level of attained energy savings?

A: The EPC Code of Conduct can have a (positive) impact on the level of attained energy savings. However, it must be kept in mind that the declaration of the EPC providers to subscribe to the EPC Code of Conduct does not automatically mean the flawlessness of the projects. Nevertheless, the EPC Code of Conduct represents a set of principles, which, if they are adhered to, offer guidance towards high-quality projects and results.