



Questionnaires for relevant stakeholders and the general public

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Introduction

These questionnaires were developed within the project ENERFUND – An ENERGY Retrofit FUNDing tool.

ENERFUND is a European project aiming to develop and promote a tool for stakeholders to make intelligent decisions with regard to energy renovation strategies and financing deep renovation of buildings.

ENERFUND is funded by the European Union's Horizon 2020 programme and poses itself the ambitious objective to enhance funding investments for deep renovation of buildings, working on three components: public awareness and trust, funding schemes and incentives and trustworthy retrofitting opportunities. A comprehensive state of the art evaluation of existing barriers and needs in these fields will enable the development of the ENERFUND tool, which will address these shortcomings and expectations. The tool will then be promoted within the scope of the project and its impacts on deep-renovations will be monitored and measured.

In order to set the grounds for the development of the ENERFUND tool, the first activity carried out focuses on the market analysis and defined approach, having in mind the following objectives:

- To document conditions needed to facilitate the financing for deep renovation of buildings,
- To collect relevant data from existing initiatives and other sources needed for the development of a tool/market place for deep renovation,
- To analyse the current situation with regard to EPC implementation on the real estate market,
- To investigate the needs, barriers, and general acceptance of EPC/retrofitting actions from the final user perspective,
- To conduct targeted interviews / questionnaires in the participating countries with stakeholders with regard to their needs / expectation for the development of a tool / market place for deep renovation.

The questionnaires are focused on the analysis of Status Quo and needs of the following key stakeholders for energy renovation of existing buildings:

- Energy Service Companies (ESCO) – Questionnaire no.1,
- Investors / banks / financial institutions – Questionnaire no.2,
- Building owners / property managers – Questionnaire no.3.

Questionnaire #1 – Energy Service Companies (ESCO)

Name:
Organisation:
Profession/background:
E-mail:
Country:
Date:

Type of Company:

- SME
- Large Company
- National Branch of International Company

Position:

- Top management
- Head of department
- Project manager
- Finance
- Building engineer
- Energy Consultant
- Architect
- Other, please describe:
.....

Services offer:

- Energy Performance Contracting: Energy contracting with focus on energy savings
- Energy Supply Contracting: Energy contracting with focus on energy plants
- Renewable Energy Supply Contracting: Energy contracting with focus on renewable energy plants
- Combined approach
- Other:

Disclaimer on use of provided information and personal data

Your response to the questionnaire is voluntary. You may be assured of complete confidentiality. Your identifying information and email address will be used only to track survey completion. The data will be reported only in the aggregate and no individual will be identified.

1. Criteria for energy contracting – building focus <i>What are the criteria to consider a building for energy contracting? Please prioritise, putting the most important first. Which information do you use for decision making?</i>	max 100 words

2. Usual business cases <i>(1) What are the most usual business cases (energy upgrading measures/solutions applied)? Please briefly mention/explain the main reasons. (2) Which measures / solutions would you like to carry out? What would you need and what would support you?</i>	max 100 words

3. Customer acquisition <i>How do you find customers? How do you generate leads? Do you have marketing department? Please briefly describe and explain the main reasons.</i>	max 100 words

4. Contract duration <i>What is the usual contract duration? Please briefly mention/explain the main reasons.</i>	max 100 words

5. Building type <i>Is there a preferred building type for contracting? Do you prefer large/small buildings? With one or multiple owners? Any barriers/opportunities for specific type of buildings? Please briefly describe and explain the main reasons.</i>	max 100 words

<p>6. Client (I)</p> <p><i>(1) Who is your most important client type? Please briefly describe and explain the main reasons.</i></p> <p><i>(2) What type of clients would you like to acquire?</i></p>	<p>max 100 words</p>
<p>(1)</p> <p>(2)</p>	

<p>7. Client (II)</p> <p><i>Based on your experience, what do building owners require/ask when making a decision for energy retrofitting? Please briefly describe and explain the main reasons. Is the required information available?</i></p>	<p>max 100 words</p>

<p>8. Environment to enable deep renovation contracting</p> <p><i>What would be the enabling environment for you to offer a deep renovation? Please briefly describe and explain the main reasons.</i></p>	<p>max 100 words</p>

<p>9. Use of Energy Performance Certificate</p> <p><i>(1) Do you use the Energy Performance Certificate for buildings in energy contracting? If YES, please briefly describe what information is used. If NO, please briefly mention/explain the main reasons.</i></p> <p><i>(2) How could the EPC help in narrowing down possible cases for energy contracting?</i></p> <p><i>(3) Which information would be very useful for you but is not accessible / available at present?</i></p>	<p>max 150 words</p>
<p>(1)</p> <p>(2)</p>	

<p>10. Information relevant for energy renovation of existing buildings</p> <p><i>(1) What would you need for better decision-making in your business? Which information and data in which form?</i></p> <p><i>(2) What would you expect from a tool like ENERFUND? What kind of information would you need from the ENERFUND tool in order to plan the energy renovation of building(s) (e.g. EPC data, thermal performance of envelope, systems efficiency, energy consumption, costs (average/range) of renovation measures, existence of financing programs, availability of qualified 'suppliers', property evaluation, energy performance compared with average building stock and with 2030 energy goals, schools without mechanical ventilation system etc.)?</i></p>	<p>max 150 words</p>
<p>(1)</p> <p>(2)</p>	

<p>11. Management of buildings in own responsibility</p> <p><i>(1) How do you store and manage/update information with regards to buildings in your responsibility?</i></p> <p><i>(2) One of ENERFUNDs tools to be developed is hosting all relevant information about ESCOS on a dynamic map, showcasing the best projects in a given area. Would such a tool be useful to your company?</i></p>	<p>max 200 words</p>
<p>(1)</p> <p>(2)</p>	

12. What else would you like to tell us?

Questionnaire #2 – Investors / banks / financial institutions

Name:
Organisation:
Profession/background:
E-mail:
Country:
Date:

Type of Company:

- Local Bank
- Subsidiary of International Bank
- Investors FUND
- Pension FUND
- Insurance company
- Other, please describe:
.....

Position:

- Top management
- Head of department
- Account officer
- Building engineer
- Energy Consultant
- Architect
- Other, please describe:
.....

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<p>1. Financing of energy efficiency in buildings</p> <p><i>(1) How many cases (energy renovation building projects) per year were financed by your organization/program in the past 5 years?</i></p> <p><i>(2) When financing energy renovation building, do you decide on a case by case scenario, or is there a need to compare projects?</i></p> <p><i>(3) What is the typical business case and how is the typical procedure to handle it? (Type of building, conditions of loan, application, rating of credit-worthiness and guarantees etc.)</i></p> <p><i>(4) In case there is no typical business case yet, how would you describe it?</i></p>	<p>max 250 words</p>
<p>(1)</p> <p>(2)</p> <p>(3)</p> <p>(4)</p>	

<p>2. Financial tools/programs for building renovation</p> <p><i>Do you have or plan to develop any financial instrument / program dedicated to energy renovation of buildings (e.g. grant, loan)? Please describe briefly the scheme (target group, conditions, amounts, guarantees, access conditions including supporting documents required etc.)</i></p>	<p>max 250 words</p>

<p>3. Use of EPC</p> <p><i>(1) Are you aware of the existence of the energy performance certificate (EPC) for buildings and the requirements for its elaboration?</i></p> <p><i>(2) If yes, do you use the EPC in your current lending activities for energy renovation of buildings?</i></p> <p><i>(3) If yes, in which activities do you use the EPC and what is the information you use or request from the EPC?</i></p> <p><i>(4) If no, do you use any energy related data from other sources to base your decision?</i></p>	<p>max 100 words</p>
<p>(1)</p> <p>(2)</p> <p>(3)</p> <p>(4)</p>	

<p>4. Need for energy information relevant for energy renovation of existing buildings</p> <p><i>(1) What kind of energy information would you need in the analysis for financing / granting of a loan of an energy renovation project?</i></p> <p><i>(2) What kind of other information would you need for risk assessment?</i></p>	<p>max 100 words</p>
<p>(1)</p> <p>(2)</p>	

<p>5. Other information relevant for energy renovation of existing buildings</p> <p><i>(1) What kind of information would you need from the ENERFUND tool in order to decide the financing / granting of a loan of an energy renovation project (e.g. energy consumption, social status of owners, affordability, availability of qualified 'suppliers', property valuation etc.)?</i></p> <p><i>(2) Answer based on a case study (example): Renovation of a group of schools / educational buildings in a defined area/city:</i></p> <p style="padding-left: 20px;"><i>(a) What information would you need to decide the implementation/development of a financial product or to grant a loan for the energy renovation of the defined target buildings?</i></p> <p style="padding-left: 20px;"><i>(b) Which would be the components (criteria) of a rating tool for the targeted buildings in order to assess the suitability / feasibility of financing for energy renovation?</i></p>	<p>max 250 words</p>
<p>(1)</p> <p>(2)</p>	

<p>6. Acceptable economic indicators for energy renovation of existing buildings</p> <p><i>(1) Do you request minimum requirements in terms of economic efficiency or feasibility to finance energy renovation projects? What are these minimum requirements?</i></p> <p><i>(2) What could be the acceptable (range or maximum) payback period (for the recovery of investment from energy savings) for an energy renovation project? Is the payback period always relevant or could you think of cases where not?</i></p>	<p>max 100 words</p>
<p>(1)</p> <p>(2)</p>	

<p>7. Influence of international/European policy and regulation <i>How are the international/European directions (policy, strategy, recommendations) and rules (directives, decisions) influencing the implementation of an energy renovation project/program (from your perspective)?</i></p>	<p>max 100 words</p>

<p>8. International financing <i>Do you have the need to compare funding opportunities across regions or countries (i.e. finance a project in Italy or in Greece?) If yes, what data would you need?</i></p>	<p>max 100 words</p>

<p>9. ESG (Environmental, social and governance consideration) and social finance <i>(1) Does your organization deal with ESG and social finance? If yes, how?</i> <i>(2) Would better indoor air quality, increase in comfort and reduction of energy expenses and energy consumption as well as emissions be dealt with under the umbrella of ESG?</i> <i>(3) Would the EPC be accepted as a supporting document / proof, and if not, what other proof will be necessary?</i></p>	<p>max 100 words</p>
<p>(1)</p> <p>(2)</p> <p>(3)</p>	

10. What else would you like to tell us?

Questionnaire #3 – Building owners / property managers

Name:
Organisation:
Profession/background:
E-mail:
Country:
Date:

Position:

- Private building owner (non-residential)
- Private building owner (group of residential buildings)
- Public building responsible (central administration)
- Public building responsible (local administration)
- Building manager (facility management)
- Other, please describe:
.....

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<p>1. Use of EPC</p> <p><i>(1) Are you aware of the existence of the energy performance certificate (EPC) for buildings and the requirements for its elaboration?</i></p> <p><i>(2) If yes, do you use the EPC in your current activities?</i></p> <p><i>(3) If yes, in which activities do you use the EPC and what is the information from the EPC you use or are of interest for you?</i></p>	<p>max 150 words</p>
<p>(1)</p> <p>(2)</p> <p>(3)</p>	

<p>2. Management of EPCs for buildings in own responsibility</p> <p><i>If you are a property manager, please answer the following questions:</i></p> <p><i>(1) What are the types of buildings you own/manage (public buildings – schools; public buildings – offices; residential buildings etc.)</i></p> <p><i>(2) Do you store and manage/update the EPC for the buildings in your property/responsibility?</i></p> <p><i>If yes, what are the reasons for this and in which form do you store/update the EPCs?</i></p> <p><i>(3) Do you make use of the EPC in renovation planning of your own buildings?</i></p> <p><i>If not, please explain why?</i></p> <p><i>(4) If you have your own database with EPCs for your building park, would you provide the ENERFUND tool with selected EPC information and under what conditions?</i></p>	<p>max 200 words</p>
<p>(1) Type of buildings (group of buildings):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Public buildings – schools, <input type="checkbox"/> Public buildings – offices <input type="checkbox"/> Public buildings – other (please specify): <input type="checkbox"/> Private multi-unit residential building <input type="checkbox"/> Private buildings (group of multi-unit residential buildings) <input type="checkbox"/> Private buildings (group of individual residential buildings) <input type="checkbox"/> Other (please specify): <p>(2)</p> <p>(3)</p> <p>(4)</p>	

<p>3. Maintenance & repair plans and use for building renovation</p> <p><i>(1) Do you have a detailed plan for building maintenance and repair? If yes, how often is it updated (yearly, every X years etc.)?</i></p> <p><i>(2) Do you have a database of energy consumptions of the buildings in your property/responsibility? Is this database linked to the maintenance plan (or part of it)?</i></p> <p><i>Would you provide the ENERFUND tool with selected consumption information and under what conditions?</i></p> <p><i>Are you aware that monitoring and verification of energy savings is important for investors to finance energy efficiency in buildings?</i></p> <p><i>(3) Do you experience backlogs in maintenance and repair? If yes, please differentiate by building type and briefly explain the main reasons for these.</i></p> <p><i>(4) Which are the major challenges for development and implementation of a building energy renovation project?</i></p>	<p>max 250 words</p>
<p>(1)</p> <p>(2)</p> <p>(3)</p> <p>(4)</p>	

<p>4. Information relevant for energy renovation of existing buildings</p> <p><i>(1) What would you need for better decision-making in your business, including the energy renovation of the buildings in your property/responsibility?</i></p> <p><i>(2) What would you expect from a tool like ENERFUND?</i></p> <p><i>What kind of information would you need from the ENERFUND tool in order to plan the energy renovation of the building(s) in your property/responsibility (e.g. EPC data, thermal performance of envelope, systems efficiency, energy consumption, costs (average/range) of renovation measures, existence of financing programs, availability of qualified 'suppliers', property evaluation, energy performance compared with average building stock and with 2030 energy goals, schools without mechanical ventilation system etc.)?</i></p>	<p>max 250 words</p>
<p>(1)</p> <p>(2)</p>	

PROJECT DETAILS:

Website: www.enerfund.eu

Twitter: [@enerfund](https://twitter.com/enerfund)

Facebook: [/enerfund](https://www.facebook.com/enerfund)

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