

## REQUEST2ACTION - Removing barriers to low carbon retrofit by improving access to data and insight of the benefits to key market actors

[www.building-request.eu/](http://www.building-request.eu/)

### What REQUEST2ACTION is about

The project **aims** to stimulate the uptake of Energy Performance Certificate recommendations, achieving carbon and energy savings, by bringing together guidance, information and data and by creating trust between market actors, mainly through a **one-stop shop model**. During the REQUEST project it was shown that the key barrier to the uptake of energy efficiency and renewable energy measures is to have **access to reliable and quality information**.

**REQUEST2ACTION will deal with** "information and trust" barriers by running a number of pilot projects testing new approaches to presenting and disseminating information to a range of different audiences

The **Energy Performance Certificate (EPC)** informs owners or tenants how much energy their buildings use, but the real added value of the EPC is the **tailored recommendations** that show how householders can reduce energy use and save money



The **objectives** concerning the different **target groups** involved, are the following:

#### Building Owners – Householders, Landlords

Homeowners will benefit from tools & resources giving them tailored information about how they can improve their homes – making them warmer or cooler where needed and saving them money. 5 countries are developing hubs that will allow homeowners to engage with tradespeople and providers of finance for retrofit

#### Supply Market Actors: Investors, Suppliers

The hubs will provide accurate information to tradespeople and financiers about **where the best retrofit opportunities lie** - by geography, type of home or householder. They also provide the opportunity to engage with homeowners looking to improve the energy efficiency of their homes.

### Objectives across Audiences

#### Local Authorities - Municipalities

Local Authorities can use accurate and impartial information to **support the delivery of energy efficiency renovations**. By understanding the detailed potential for retrofit action in their communities, they can direct funding and effort where it's needed most.

#### National Policy Makers

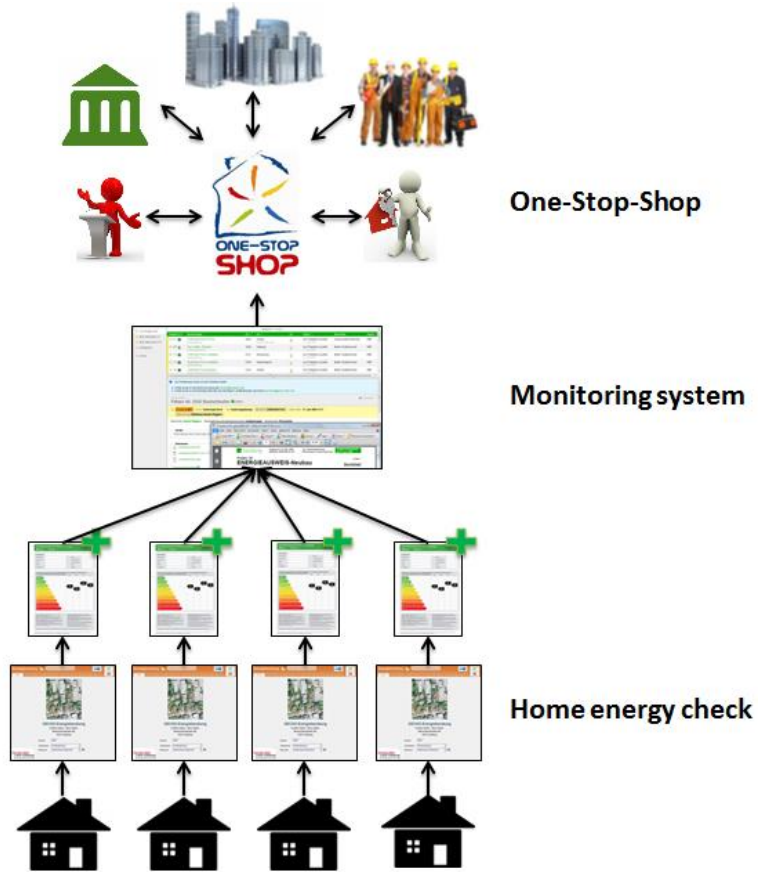
The hubs can support the development of EPC and retrofit monitoring activities, enabling government to help **target policy interventions**. They can also help to build bridges and connect government with the supply chain.

## National Objectives – Austria

At present in Austria there is no central database for monitoring refurbishment activities available. Therefore the project goals in Austria are defined by

- Developing a Home Energy Check Tool
- Establishment of a central database for monitoring refurbishments
- Bringing together market actors through a "one-stop-shop" model

Expected impacts of Request2Action by 2020 are seen in increasing levels of uptake of step by step retrofit measures, development and delivery of long term low carbon retrofit plans and improved use of housing stock data, including data from EPCs.



AUSTRIAN ENERGY AGENCY

## Project details

**Duration:** April 2014 – March 2017

**Client:** European Commission Executive Agency for Small and Medium-sized Enterprises (EASME)

**Coordinator:** Energy Saving Trust (jon.rattenbury@est.org.uk)

**National contact:** Austrian Energy Agency (naghmeh.altmann@energyagency.at)

## Partners

	Energy Saving Trust, <b>EST</b> , United Kingdom		Centre for Renewable Energy Sources and Saving, <b>CRES</b> , Greece
	Portuguese Energy Agency, <b>ADENE</b> , Portugal		Polish National Energy Conservation Agency, <b>KAPE</b> , Poland
	Austrian Energy Agency, <b>AEA</b> , Austria		Slovak Innovation and Energy Agency, <b>SIEA</b> , Slovakia
	Flemish Institute of Technological Research, <b>VITO</b> , Belgium		Italian National Agency for New Technologies, Energy and Sustainable Economic Development, <b>ENEA</b> , Italy
	Netherlands Enterprise Agency, <b>RVO.nl</b> , Netherlands		



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