



## Heating account check

### *Energieberatung Prenzlauer Berg e. V., Germany*

#### Summary

In the last years renting additional costs became ever more a "second rent". Thereby particularly the heating and warm water account is difficult frequent to check up. The Energieberatung Prenzlauer Berg eV explains the account methods to tenants and examines the plausibility of calculation. In an energy consumption pass we document the specific characteristic energy value of the building and the flat in that the tenant lives. On the basis of these characteristic values we could read off the energetic condition of a building, determine weak points of the heating system and consumption deviations.

#### End-user area

- New buildings
- Refurbishment of buildings
- Transport and mobility
- Financial instruments
- Industry
- Legal initiatives (regulations, directives, etc)
- Planning issues
- Sustainable communities
- User behaviour
- Education
- Other

#### Target Audience

- Citizens
- Households
- Property owners
- Schools and universities
- Decision makers
- Local and regional authorities
- Transport companies
- Utilities
- ESCOs
- Architects and engineers
- Financial institutions
- Other

#### Technical

- Energy efficiency
- Heating
- Cooling
- Appliances
- Lighting
- CHP
- District Heating
- Solar energy
- Biomass
- Wind
- Geothermal
- Hydro power
- Other

#### Context

The Energieberatung Prenzlauer Berg e. V. is a local energy agency with a binding to the district. As non-profit association it gives free advice for energetic questions to the citizens of the district Pankow.

Since the opening of the office more than 300 tenants check their account of heating costs here and would be competently informed from our energy consultant about energy saving possibilities in their consumption behaviour.

#### Objectives

A goal of the heating account check is to mediate transparency and understanding of the accounts.

By the common analysis of the heating costs account with our energy consultant, the tenant recognizes the potential errors in an account and attained in addition a view of its personal user behaviour. An add-on for the Energieberatung Prenzlauer Berg was that they obtained an anonymous collection of heating data in Berlin. With the heating cost databank we are able to evaluate the ranking of heating costs quickly and efficiently.

#### Process

The public tenant consultation and numerous quarter magazines refer the tenants to our free service for heating account check. The tenant agrees a date with the energy consultant and handed over the heating accounts of the last two years. On the basis of these accounts we could verify the energetic condition of a



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building and the consumption behaviour of the tenants more accurately. Parallel to this we offer the possibilities to register their account data into an online form on our Website and mail it to our energy consultant. With these data we document the specific characteristic energy value of the building and the flat in that the tenant lives, in an energy consumption pass. The tenant could recognize in a graphic, similar to the EU appliance energy label, the energy class for the building and the flat. In addition, we recognize consumption deviations of the tenants. The user's consumption is placed in relation to the house average. The energetic condition of a house is not always alone responsible for high accounts of heating costs. In a personal discussion and in a written summary the tenant receives tips and advices, so that the next account does not become again a bad surprise

### Financial resources and partners

The heating account check is a free of charge service for tenants in the district Pankow. Since the end of the EU-SAVE II-Project in September 2003, it was a component of the achievements of the local energy agency. For us, it is important to receive the free of charge heating cost analysis for the citizens of the district Pankow. Therefore we try to get an alternative financing model for our service

### Results

More than 300 tenants in the passed three years used the offer of the free charge heating account check and energy counseling. The Energieberatung Prenzlauer Berg refers the tenants to weak points of the heating system, the qualitative conversion of modernization measures and errors in the own consumption behaviour. Thank for the competent and detailed consultation, the tenants interest in more energy effective handling had been increased. With the change of their consumption and effect on the landlords for environmental fairly modernization, the tenants could save money and contribute a small part to the CO<sub>2</sub>-Decrease in the next heating season. Winning the data of the heating cost analysis the Energieberatung Prenzlauer Berg provided an anonymous database for citizens of Berlin heating costs.

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