Participants FROnT capacity building session 25 November 2016

Minutes

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2016

Date	25 November 2016
Venue	RVO Utrecht
Participants	See separate attendance list

Introduction
On Friday November 25th 2016 RVO.nl organized the FROnT Dutch Capacity
building meeting in its offices in Utrecht. There were 19 participants from
industry, NGO's/ consumer organisations, NGO's and government. All documents
available were sent to all participants and other interested professionals before
the meeting.

Opening
The meeting succeeded a meeting of the Dutch "acceleration table" on speeding
up the markets for renewable heating in the Netherlands.
Moderator Melanie Provoost welcomed the new participants and explained the
program of the afternoon.
There was a small introduction round in which each participant gave his or her
expectations. Most participants were looking for new ideas how to accelerate the
use of renewable heat and to learn from experiences in other countries.

Presentation FROnT results (Johannes van Steenis)
Johannes gave a brief overview presentation about the FROnT project and all the
results which were achieved. And a brief impression about the situation in some
other countries. (See separate document)

Presentation Strategic Policy priorities, support schemes and calculation tool (Lex Bosselaar)
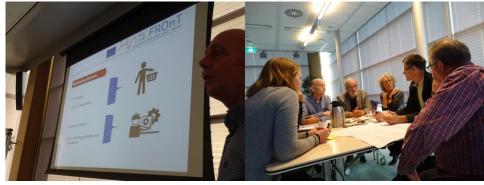Lex presented the results of the reports on strategic policy priorities and elements
for successful support schemes and gave an impression of the cost calculation
tool.

Discussion

After these presentations the group was split into 3 subgroups:

1. Consumers/ how to reach households/ factsheets.
2. Policy advice and support schemes.
3. Calculaton tool.

The questions were:
1. Do you recognise the conclusions or do you miss something?
2. Is it useful in the Dutch situation?
3. How are you going to use the FROnT results/ deliverables?

After the group discussions about these questions pitches were held in the whole group.

Consumers/ fact sheets:

We can use the factsheets as an inspiration, source of information and example for our own factsheets more dedicated to the Dutch market. This will be further discussed in the "acceleration table".

Other comments:

1. First explain the importance of renewable heating. The awareness must increase.
2. Quality control (installation and installers) is important and should be reflected in the fact sheets.
3. How can a consumer select a good fitter?
4. What are approximately the costs of the various heating and cooling options?
5. Express more that it is a clever investment as the actual saving rates are very low.

Policy advice/ support schemes:

Summary of the conclusions:

6. Major difficulty is how to tackle existing buildings.
7. Besides support schemes we also need regulation and soft pressure on existing buildings. Like CO_2 tax. An increase in tax on natural gas will help as well as ?higher energy tax for large users.
8. The advices are recognisable but very much aimed at buildings/ houses and less on industry. Industry is difficult to generalize: various demand patterns, various temperature levels etc.
9. In the Netherlands natural gas is a very dominant source of energy. We need long term strategies to change the

infrastructure.
Prohibition on the use of gas in households? Set good boundary conditions: investments in infrastructure should be aimed at a sustainable climate neutral future.

10. Develop more local strategies: Cities or rural areas, is there local waste heat from industry available? Make maps for the whole country?
11. This debate will be continued in the "acceleration table". The FROnT advices and insights will be used there. There is no need to translate these documents into Dutch as all Dutch professionals are capable of understanding English.

Calculation tool:

12. The calculation tool should be tailor made for the Dutch situation. No questions about installations that are almost non-existent in the Netherlands like oil boilers or electrical heating. It is important to customize it for a special target group.
13. The results of the calculations with the FROnT tool in the Dutch situation are not very positive. Pay back times of 25 – 50 years. Perhaps it doesn't take into account all local issues. E.g. savings on a gas connection if you go all electric/ hybrid with solar or use biomass.
14. The calculation model gives a good basis but the differences in Europe are too big to make a one solution fits all model.
15. A Dutch manufacturer (Remeha) has made a model on various heating options. But an independent tool for all options is also useful.
16. The "acceleration table" is thinking about developing a quick selection tool and will make an investigation of all tools available. They will include the FROnT tool.
17. Industry is missing, but too complicated to fit into a simple calculation tool.
18. A calculation tool for consumers should be appealing and simple. Use pictograms and a maximum of 6-7 clicks.
19. It is important to keep the tool up to date with realistic (efficiency)values.

Conclusion
The FROnT documents, deliverables and tools are very useful as a source of information and also provide good practices in other European countries. They will be used and further customized for the Dutch situation in the "acceleration table". The direct use of the fact sheets in the Dutch situation is limited, but they are a source of inspiration for the planned development of Dutch factsheets and raising awareness in the Netherlands.

New FROnT documents and information and these minutes will be shared with the participants and all other interested professionals in the Netherlands.