

The One-Stop-Shop for boiler replacement

A promising concept from Austria
for Europe

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Austrian Energy Agency
21. March 2023, Brussels, Final Project Conference



replace-project.eu

Disclaimer: The views expressed in this presentation are the sole responsibility of the author and do not necessarily reflect the views of the REPLACE consortium



This project has received funding from the European Union's Horizon 2020 Research and innovation programme under grant agreement No 847087.



Why a One-Stop-Shop

Having to take care of your own heating is not an attractive matter

Usually, households only really deal with their heating system when something is not working or it is broken

Older people shy away from implementing major measures on their homes

At an advanced age, many no longer feel able to implement or organise a major project themselves and therefore tend to leave these things to the next generation.

Young families lack time or resources

Young families are busy with so many other things and obligations that they often lack the time and possibilities to organise a heating exchange themselves.

Multi-party houses are more technically and decisionally demanding

The implementation of a heating system replacement in a multi-apartment building is more complex, as more actors have to be involved, and also technologically more challenging.



The mission

- The Austrian REPLACE team was asked by the LWG member
 - Department of Energy Management and Consulting, Office of the Provincial Government of Salzburgto develop a **one-stop-shop approach** aimed at **replacing old**
 - oil/gas/logwood/direct electricity heating systems
 - in single-family houses, semi-detached houses or terraced houses**with** renewable and district **heating systems**.

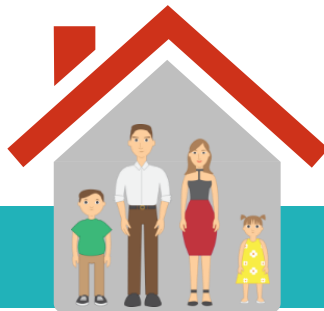


Our objectives

- To make the boiler replacement as **easy, fast and future-proof** as possible with one-stop-shop offers
- **Reduce complexity** and time, no more 1:1 emergency replacements
- Speak a **common language** regarding recommended solutions that are suitable for the site (across crafts)
 - Pass on measures recommended by public energy consultants, including (minimum) energy efficiency measures (and beyond where appropriate)
- Enhancement of funding support where possible



The initial idea



Austrian One-Stop-Shop

for oil & gas heater replacements



Tailored support from independent energy advisers

- In the pilot region of Salzburg, public energy advisers advise households free of charge
- Identify suitable climate-friendly solutions (including building envelope renovation)
- Advisers are allowed to promote the new one-stop-shop offer



„All-round carefree“ package from a single supplier (caretaker)

- Caretakers (installers, manufacturers, ESCOs, etc.) create climate-friendly all-in-one packages with agreed quality criteria
- All-in packages include all crafts required for dismantling, disposal, chimney renovation, all installations (including electrical), heating checks & hydraulic balancing to save energy & optional refurbishment services



Bridge-over solution for broken-down heating systems

- Mobile heating devices are part of the all-in package (a must for all all-in package providers)
- Allows households to take sufficient time to make informed decisions
- Avoids like-for-like replacement (lock-in to oil or gas)



2nd half of 2020

preliminary identification of issues to be addressed



with Department of Energy Management and Consulting (Salzburg)

Conditions of participation	All-in-one package specification	Website Hosting	Registration
Roll-Out Concept	Deadlines and processing	Quality assurance process	Complaints management & Sanctions
Commissioning protocol	1-year inspection record	Advertising	Market Observation



28.03.2023

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- **Interviews** with potential „all-round carefree“ package suppliers
 - 23 interviews with general, sales and technology managers & installers
 - 17 companies (manufacturers, wholesalers, energy utilities, installers) showed interest
- March 2021 **suppliers workshop** dealing with
 - Conditions of participation
 - All-in-one package specification
- These aspects were then developed further by AEA



2nd Quarter of 2021



Federal Ministry
Republic of Austria
Climate Action, Environment,
Energy, Mobility,
Innovation and Technology



- **Roll-out concept for pilot initiative**
- **Negotiations** among AEA and
 - Department of Energy Management and Consulting (Salzburg)
 - Austrian Federal Ministry of Climate Action
- **Agreement** to realise a klimaaktiv/Replace One-Stop-Shop online platform
 - With all-round carefree boiler replacement in up to 4 Austrian Provinces
 - Public funding and public tendering for IT services (ensured for 4 years)



Completion, mid-2022

Landing page

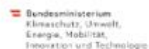


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Für Anbieter:innen



Carefree boiler replacement suppliers commit to rapid implementation



- Service includes emergency boiler replacement without interruption
 - Mobile first aid heating service heats within 24 hours
 - Enables 3 weeks to think about the decision in case of system breakdown
- Suppliers act and react fast, predictable and (energy) efficient in every case
 - Feedback to households max. 3 days after first contact; appointment for on-site inspection
 - Offer for recommended solution max. 2 weeks after site visit
 - Completion date in any case in accordance with current funding conditions



Basic All-in-One Package Specification

15 mandatory services of basic all-in-one package

1. Assistance with grant applications	8. Professional disposal of old appliances and fuel
2. Submission of necessary permits	9. Development of the heat pump heat source
3. Application for an energy performance certificate	10. Installation of new heating system
4. Mobile first aid heating service	11. Hydraulic balancing of the heating system
5. Construction of biomass storage room, connection to district heating system or power current connection for heat pump	12. Adjustment of the heating system (heating curve etc.)
6. Boiler room renovation (up to the heat delivery and distribution system)	13. One year performance check and optional maintenance contract for the first five years of operation
7. Chimney renovation (up to new construction)	14. Proper handover, customer training and acceptance of the new heating system
15. Notification of completion	



Problems due to crises and Outlook

- Problems encountered
 - Platform had to be taken offline shortly after launch and is still offline
 - The order books of potential suppliers were already full for the next 9 months
 - Lack of incentive for suppliers and ability to offer a new, innovative service
- Opportunities
 - The high quality all-in-one offer could be used in funding schemes for energy poor households, with high investment subsidies
 - AEA is currently conducting a follow-up survey of households and suppliers



Why should the industry offer such a new service?

Benefits for all-round carefree package suppliers

Advertising value through professional appearance with public authorities

- Free listing on public one-stop-shop website
- Promotion of the campaign by the federal government, the province and klimaaktiv

Lower overhead costs and supply failure risks

- Good data is available due to the household passing on the energy advice protocol
- Households find a prefabricated service package and search more specifically via independent website

Acting together can save costs

- A division of labour, where sensible and possible, enables efficiency gains (↑ boiler changeover rates) for mutual benefit

Attractive offer for households: A total package is better than having to organise individual crafts yourself



Why should the industry offer such a new service?

Benefits for households

Ending dependence on oil and gas efficiently, quickly and easily

- Ensuring that sustainable and future-proof solutions recommended by independent energy advisers are implemented
- Basic package includes fixed efficiency measures → heating energy reduction of 10-20 %
- Everything required is supplied by a carefree provider

Significantly reduced time, coordination and information requirements

- Increased transparency and better comparability of offers
- In addition to free independent energy advice, only one central contact person for all boiler replacements.
- Conditions of participation include binding quality assurance elements for providers

Lower entry barrier to heating exchange as well as better planning and lower risk lead to increased confidence in what consumers are implementing



Thank you for your attention!

Contact



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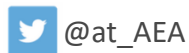
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This project receives funding from the European Union's Horizon2020 research and innovation programme under grant agreement No. 847087.

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