REScoop of origin: ECOPOWER, BE   **Uptaking REScoop:** Coopérnico, PT

Best practice: Energy ID

Budget for implementation: 11 400€ (without staff costs)

Start date: 15/11/2017

End date: Coopérnico will continue to promote ID Energia among their members

Expected savings in energy units: 96 565 kWh/ anually

[7,75% of energy savings * domestic electricity consumption 3560 kWh / household * 350 ID Energia users = 96 565 kWh / anually]

Expected financial savings: 19 352€

[96 565 kWh / anually * 0,2004€ / kWh (simple tariff + VAT) = 19 352 € / anually]

Short description:

The platform Energie ID was implemented in Portugal under the name "ID Energia". The platform is available online for all Portuguese citizens, independently of their energy retailer.

The ID Energia (www.idenergia.pt) was the first tool for saving energy that Coopérnico developed and made available for its members and clients. The implementation of an Energy Management and Feedback tool is quite essential for any consumption-aware and environmentally-friendly society or community and this is one of the main reasons we chose to implement ID Energia, which of all the options available from the REScoop program, seemed the one with most potential to be widely implemented. This tool has the purpose to help our members, specially our clients to save energy (without forgetting, of course, anyone from Portugal who also wishes to participate!).

To implement this tool in Portugal was necessary:

- List PT postal codes, PT meteorological data (2 meteo regions), decide the name for Portugal and design logo with new name, adjustments to the Portuguese reality (energy meters) and translation support web-app: website, support articles, translation of terms and conditions, comms activities.

Before ID Energia was launched, Coopérnico asked to 5-6 members to test the tool.

- When was launched Coopérnico had halve of the actual clients. We believe that Energia ID was one of the factors to this success.

The number of users that we engage in the first week was very good, around 200. At this moment we have more than 400. Nevertheless, only halve of them use monthly this platform.

ID Energia has integrated one Portuguese brand of smart meter management. This brand is called "Cloogy", developed by Virtual Power Solutions (https://www.cloogy.pt/en). With this partnership it will be easier to integrate the data consumptions and, in the end, to use the platform. Coopérnico will work to have new partnerships on energy efficiency which will be positive to Coopérnico members and clients.

At this moment Coopérnico is working to integrate the ID Energia with our own Client Management Software. When we launch the new system it will be possible to update automatically the data consumption in the platform which will help to turn the platform even more friendly and accessible to use.

Lessons learned from implementing the best practice:

The biggest challenge was to adapt the Belgium structure of energy data to the Portuguese system, ex, the type of tariffs, type of meters, type of households, energy fuel, etc.

The other challenge is to keep the users interested by the tool. The users tend to use the platform of consumption management in the first 2 months and then stop to use it.

For example, in Belgium and other countries the adherence to the platform and number of registries is big, but also, many or most of the users have their data added automatically by measuring devices (smart meters). In the current state, that type of technology (to add the consumption data automatically) is not widely implemented in Portugal and this obviously represents a barrier. By consequence, the fact that the data must be added manually must represent a barrier for motivating the consumer to participate. We think with the partnerships, new integration especially of our own client management software it will be possible to keep the interest in ID Energia.

The biggest advantage of ID Energia is to be user-friendly where an energy consumption overview is given to the consumer in a simplified and easy to understand manner. The client / user doesn't need to have a big understanding about energy consumption of their household to use the platform and see if their consumption behaviour has been good or bad and whether they should change something about it, or not. Also, the fact that ID Energia, or ID Energie, is used by other Rescoop (and is also developed by a cooperative itself) brings the European spectrum of Cooperatives from the REScoop program closer together in a unified way. Also, the cheap cost of the implementation and maintenance is definitely an advantage compared with other types of monitoring platforms.

The other big advantange is the cost of the platform when compared with other similar platforms.

In conclusion, there has been a few setbacks in the implementation process of ID Energia mainly due to technological barriers where the autonomous adding of data is seen as necessary. We believe the ID Energia tool can still have major importance as our society and community develops because people want to have an overview of their Energy consumption over long periods of time (6 months, 1 year) but are not as much willing to add their data manually every month. With the development of our REScoop, our client management software and the ID Energia platform itself we hope that by working together we will be able to have our members and clients motivated into using the platform as we are eager to let them know about their own consumption, give them feedback and help them to be more aware and environmentally-friendly.

General improvements for the best practice:

The biggest improvement that ID Energia can have is to be able to integrate automatically all the data consumptions of the users.

The big challenge is to keep a good and permanent level of communication.

We see ID Energia as a prospect tool and a leverage we can give to our clients, but it needs more recognition and to be more immersed with our own client management software so that while we take care of the bill, this tool takes care of all the analytics.
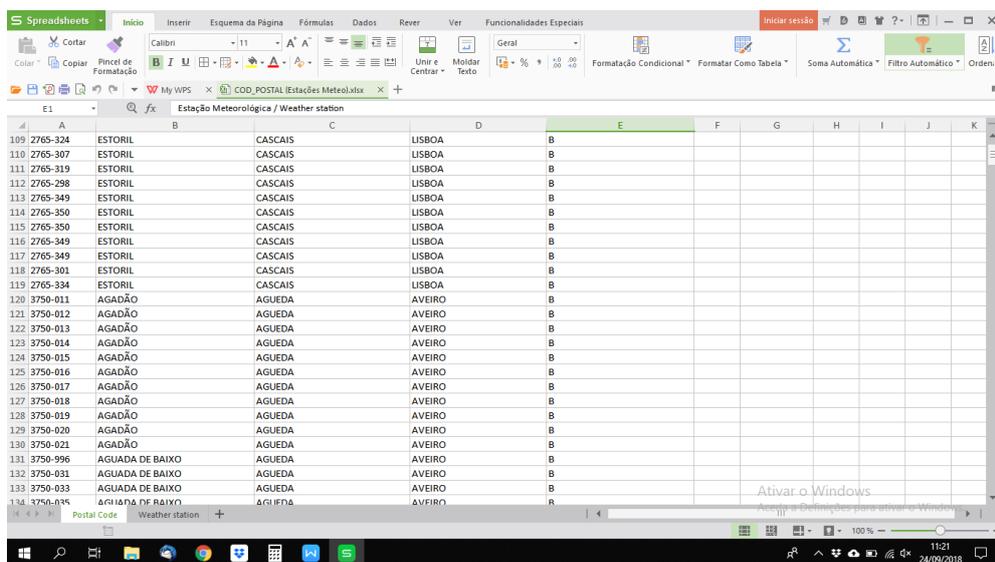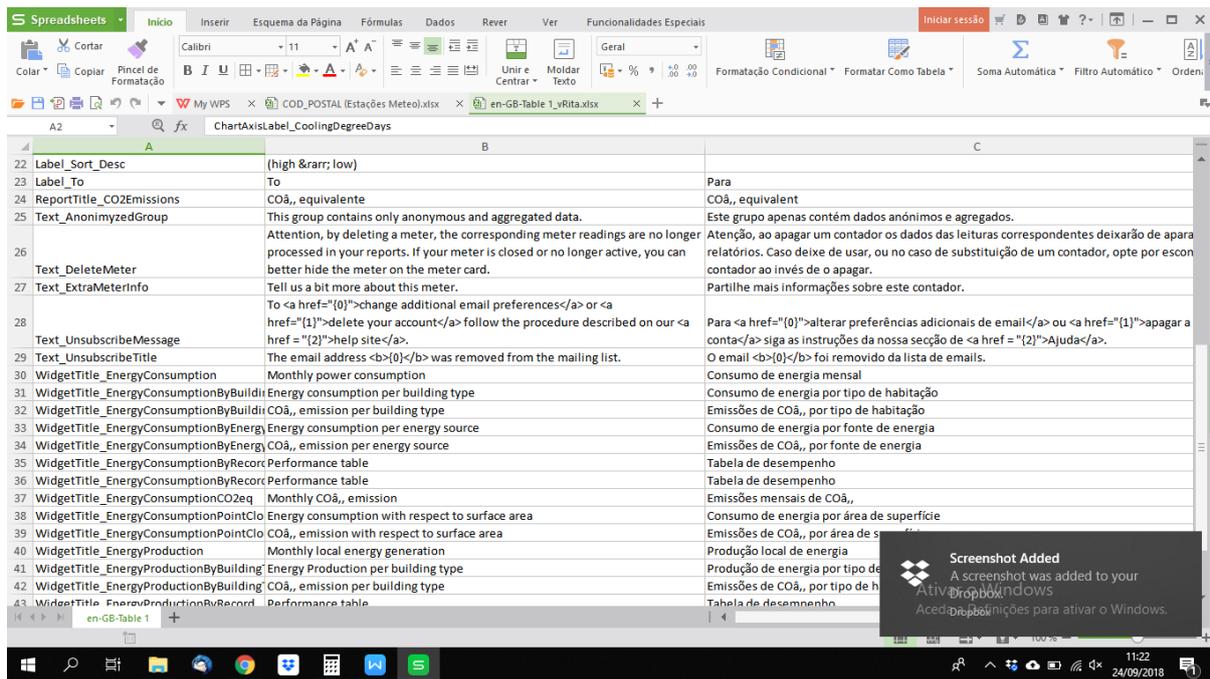
As a last addendum, we will leave a small number of improvements that could be seen as positive in the platform:

- Better analytics which should engage users in taking action. For example, occasional emails that report if there has been (or not) any changes in the consumer behaviour.
- Tips on how to save on a certain vector, sent occasional by email or even on the app or website.
- Engage members of certain groups with each other, recognize members that accomplish good environmental behaviour etc.
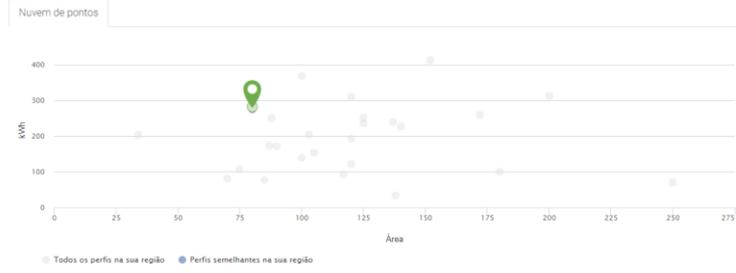
The lack of some of these may also represent a current barrier, but not a main one which has already been discussed.

Pictures:

RESCoop PLUS

Propriedades | Contadores | Relatórios | Referência | Grupos

Referência » Eletricidade — Mês anterior

Nuvem de pontos

kWh (400, 300, 200, 100, 0)

Área (0, 25, 50, 75, 100, 125, 150, 175, 200, 225, 250, 275)

○ Todos os perfis na sua região ● Perfis semelhantes na sua região

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ID energia — Grupos | Integrações | Sobre nós | Ajuda — Rita casa ▾

Propriedades | Contadores | Relatórios | Referência | Grupos

Relatórios » Eletricidade — Todos os contadores ▾ | Ano atual ▾ | ...

Resumo geral | Resumo cumulativo | Assinatura | Resumo histórico

kWh (600, 500, 400, 300, 200, 100, 0)

Abril 2018
● Atual: 275,0 kWh
● Previsto: 359,1 kWh

Diferença: -84,1 kWh   **-23,4%**

jan | fev | mar | abr | mai | jun | jul | ago | set | out | nov | dez

● Atual ● Previsto