

Integrated Demand REsponse SOlution Towards Energy POsitive NeighbourhooDs

WP7 DISSEMINATION AND EXPLOITATION ACTIVITIES

T7.4 BEST PRACTICE EXCHANGES AND METHODOLOGY WORKSHOPS

D7.5 Best practice exchange strategy

The RESPOND Consortium 2020



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EXECUTIVE SUMMARY

This Deliverable is part of the project Integrated *Demand Response Solution Towards Energy Positive NeighbourhooDs* (RESPOND) and it reports the activities from Task 7.4 *Best practice exchanges and methodology workshops.*

This task aimed to show outreach to all potential stakeholders starting from the residential/social housing associations to energy providers and demand aggregators, while raising the awareness about the best practices in RESPOND project.

This Deliverable is performed in close collaboration with Task 7.1 as dissemination activities of best practices will be conducted through traditional channels (e.g. web pages, brochures, newsletters, conferences, workshops, e-seminars, etc.).

The Dissemination and Communication Plan contains an overview of activities already carried out, as well as future dissemination activities.

It was planned to organize 5 different workshops in the second half of the project gathering relevant stakeholders from EU for best practice exchange and to disseminate the exploitation potential of RESPOND. Project results should add value to these venues while giving RESPOND project partners the opportunity to exchange the best practices and ideas.

COVID 19 influenced these workshops and so alternatives were discussed and it was decided to organize webinars for the local/national stakeholders instead. The objectives for the webinars are the same as for the workshops. Specific guidelines had been defined to assure the dissemination of the best practices and follow-up of the replication plan (defined in Task 6.4) to all relevant private and public organizations identified by the project partners over the course of the project.

The webinars held by NUIG and AAU had to be held after end of the project (in the beginning of October 2020). One extra webinar will be held September 30th in Energati.

This task will be aimed to outreach all potential stakeholders starting from the residential/social housing associations to energy providers and demand aggregators, while raising the awareness about the best practices in RESPOND project.



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ABBREVIATIONS AND ACRONYMS

| DR | Demand Respond | |
|-------|----------------------------|--|
| KPI's | Key Performance Indicators | |
| SEO | Search Engine Optimazation | |



1. INTRODUCTION

This Deliverable is part of the project Integrated *Demand Response Solution Towards Energy Positive NeighbourhooDs* (RESPOND) and it reports the activities from Task 7.4 *Best practice exchanges and methodology workshops.*

This task aimed to show outreach to all potential stakeholders starting from the residential/social housing associations to energy providers and demand aggregators, while raising the awareness about the best practices in RESPOND project.

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The Dissemination and Communication Plan contains an overview of activities already carried out as well as future dissemination activities after project end.

It was planned to organize 5 different workshops in the second half of the project gathering relevant stakeholders from EU for best practice exchange and to disseminate the exploitation potential of RESPOND. Project results should add value to these venues while giving RESPOND project partners the opportunity to exchange the best practices and ideas. Specific guidelines will be defined to assure the dissemination of the best practices and follow-up of the replication plan (defined in Task 6.4) to all relevant private and public organizations identified by the project partners over the course of the project.

COVID 19 influenced the workshops and so alternatives were discussed and it was decided to organize webinars for the local/national stakeholders instead. The objectives for the webinars are the same as for the workshops. The webinars held by AAU had to be held after end of the project (in the beginning of October 2020) for practical reasons. One extra webinar will be held September 30th in Energati.



2. **DISSEMINATIONS OF RESULTS**

In this task, efforts have been made with the aim of disseminating the results and best practices in the RESPOND project. Task 7.4 has been coordinated with Task 7.1 to determine the best actions to continue the dissemination of the project's outcomes. The Gantt chart, with RESPOND website content, press releases, events attendance, webinars, social media publications and scientific publications used in D7.1 has been updated with the latest dissemination activities.

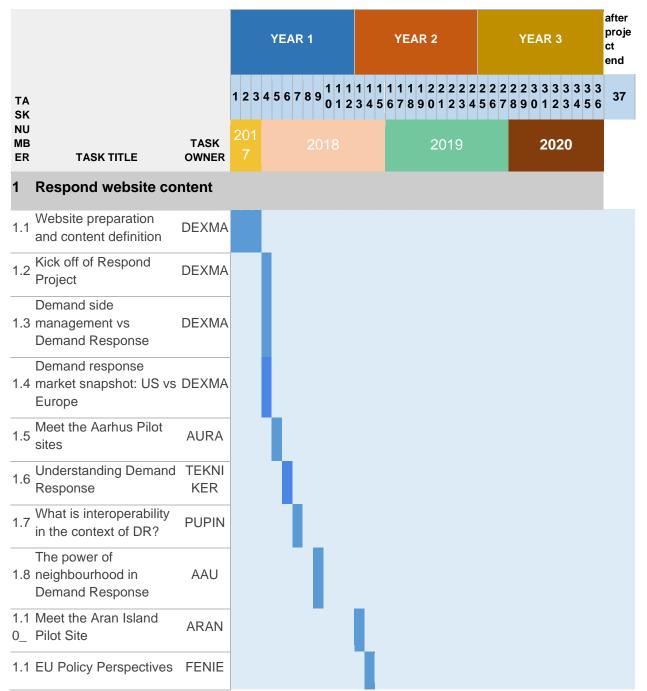
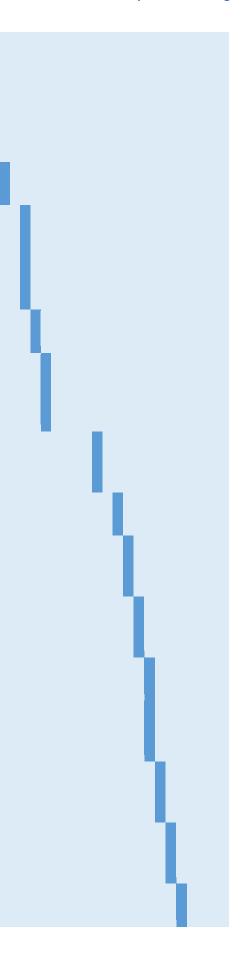


TABLE 1. GANTT CHART DISSEMINATION AND COMMUNICATION



| | DEMAND RESPONSE FOR ALL | |
|----------|--|--------------|
| 1.1 1 | 4 Differences between DSM & DR | DEXMA |
| 1.1 2 | The role of DR in Smart Cities | TEKNI KER |
| 1.1 3 | Meet the Madrid Pilot Site | FENIE |
| 1.1 4 | Key points of Respond Project in 2018 | DEXMA |
| 1.1 5 | Semantic Technologites for Integrating DR Data | TEKNI KER |
| 1.1 6 | Demand Response and Space heating practices in homes | AAU |
| 1.1 7 | Devices deployed at Aran Pilot Site | ARAN |
| 1.1 8 | Optimising the energy demand of neighbourhood under DR umbrella | PUPIN |
| 1.1 9 | Energy production forecasting as a driving concept for DR | PUPIN |
| | How the utility-customer relationship is changing | FENIE |
| 1.2 1 | Personal energy performance assisant released | TEKNI KER |
| 1.2 2 | Interview with Prof. Sanja Vranes- Insights about RESPOND | PUPIN |
| 1.2 3 | Cybersecurity for cloud- based DR solution | PUPIN |
| 1.2 4 | Personal energy performance assisant released | TEKNI KER |
| 1.2 5 | How have we engaged the users at the Danish pilot | AURA |
| 1.2 6 | Thermal experienced by tenants (questionnaire survey) | AAU |
| 1.2 7 | Focus group outcomes | AAU |
| | | |





| | DEMAND RESPONSE FOR ALL | | |
|----------|--|-----------------------------------|--|
| 1.2 8 | DR actions results | NUIG | |
| 2 | Press releases | | |
| 2.1 | Danish news | AURA | |
| 2.2 | Spanish news | FENIE | |
| 2.3 | Alboa newsletter | ALBOA | |
| 2.3 | BL branche organisation for social housing | ALBOA | |
| 2.4 | Tekniker's newtek | TEKNI KER | |
| 2.5 | Engerati; participants in DR programs show 30% more of engagement with their utility | DEXMA | |
| 2.6 | Dansk Energi "Magasinet Energi" | AURA | |
| 2.7 | Internal FEN dissemination - newsletter (spanish) | FENIE | |
| 3 | Events attendance | | |
| 3.1 | Digital Energy 2018, Madrid, Spain | TEKNI KER | |
| 3.2 | IOT Week Bilbao 2018 | TEKNI KER | |
| 3.3 | Sustainable Places 2018 | NUIG + TEKNI KER + FENIE | |
| 3.4 | Workshop in LDAC 2019 | TEKNI KER | |
| 3.5 | Sustainable Energy | DEXMA | |
| 3.6 | Sustainable Places 2019 | NUIG+ PUPIN | |
| 3.7 | ECEE Summer Study 2019 | AAU | |



| | DEMAND RESPONSE FOR ALL | |
|----------|---|--------------------------------|
| 3.8 | Utility week 2019 | DEXMA |
| 3.9 | ETSI IoT Week | TEKNI KER |
| 3.1 0 | LDAC 2020 | TEKNI KER |
| 3.1 1 | ECAI2020 | TEKNI KER |
| 3.1 2 | Event with Clean Energy for EU Islands Secreatariat | ARAN |
| | EnergyForum Danmark conference 2020 | AURA |
| 3.1 4 | Smart Energy Systems International conference | AAU |
| 4 | Webinars | |
| 4.1 | Engerati; Demand Response Trends Powering the Energy & Utilities Industry: Meet Project Respond | DEXMA , PUP, TEK, FEN |
| 4.2 | RESPOND analytical services | TEK |
| 4.3 | Personal Energy Performance Assistant | TEK |
| 4.4 | DR programs for building energy efficiency and user's comfort | NUIG |
| 4.5 | Flexible district heating consumption | AAU |
| 4.6 | Local electricity production and flexible consumption | AAU |
| 5 | Social media publications | |
| 5.1 | LinkedIN | DEXMA |
| 5.2 | Facebook | DEXMA |
| 5.3 | Twitter | DEXMA |



5.4 Youtube

DEXMA

| 0.1 | | |
|-----|---|------------------------|
| 6 | Scientific publications | |
| 6.1 | Integrating building and IoT data in DR solutios | TEKNI KER |
| 6.2 | How to engage households in energy DR solutions | AAU |
| 6.3 | DR for residential buildings: Case studies and DR in Respond | NUIG |
| 6.4 | Machine learning applied to building energy production and consumption | NUIG |
| | Semantic interoperability for DR programmes | TEKNI KER |
| hh | Results from the Aarhus DR heat trial | AAU |
| 6.7 | Towards Defining Data Usage Restrictions in the Built Environment | TEKNI KER |
| 6.8 | An Artificial Intelligent System for Demand Response in Neighbourhoods | TEKNI KER+P UPIN |
| | Demand Response Markets for Project RESPOND (for dissemination in the University of Malaga) | FENIE |
| 61 | Demand response en los mercados eléctricos españoles bajo el | |



An update of the dissemination Key Performance Indicators (KPIs) presented in Deliverable 7.1 is presented below. These KPIs have been defined to measure the efficiency and effectiveness of dissemination activities.

| Dissemination Activity | KPI's |
|--------------------------------------|---|
| Project website | Number of monthly unique visitors: 384 (Total 8064) Number of contact form submissions:40 (non qualified leads) Average session duration: 2:30 Bounce rate: 38,8% |
| Project website > Blog | Number of posts:47+7webpages (Total 54) Number of views per post:149 views/webpage or 171 views/post |
| Project website > Email campaigns | Number of emails sent: DEX sent 17 emails (3 languages) to an avg. of 3000 recipients Open rate: DEX 35% |
| Events | Number of events with RESPOND presence (presentation, poster, intervention, etc.) As of September 2020: 14 |
| Social media | Number of Twitter followers: 128 Number of Tweets published: 138 Number of Facebook likes: 32 Number of Facebook posts published: 66 Number of LinkedIn group members: 36 Number of LinkedIn group posts published: 54 Number of YouTube subscribers: 42 Number of YouTube videos published: 3 |
| Scientific journal publications | Number of articles published in relevant, high-impact journals Target KPI: 5 As of September 2020: 10 |
| Conference publications | Number of publications delivered at recognized international conferences Target KPI: 5 As of September 2020: 4 |

TABLE 2. DISSEMINATION KEY PERFORMENS INDICATORS (KPI'S)



Several actions have been planned during the final months of the project. Below we describe examples of dissemination activity in the final month of the project. The smart energy network Engerati¹ was contacted in order to know which were the possibilities they offered regarding the dissemination of RESPOND. Engerati offered several options, and it was decided that an article would be published on Engerati's webpage and they would also host a webinar. On the other hand, the production of a video for each pilot site was planned: one each for Madrid, Aran and Aarhus.

2.1.1. ARTICLE AT ENGERATI WEBSITE

The article 'Participants in demand response programmes show 30% more engagement with their utility'² was published on Engerati's website on September 18th. The article focuses on the opportunities that demand response presents for utilities, like RESPOND, which can reduce churn for utilities and increase their user engagement. Finally, it mentions the potential for Respond and other demand response solutions in the residential sector due to the Covid-19 pandemic. Link to the article: https://www.engerati.com/energy-retail/demand-response-needs-help-to-reach-its-full-potential/. See screenshot below

¹ Engerati: https://www.engerati.com/

² Article: https://www.engerati.com/energy-retail/demand-response-needs-help-to-reach-its-full-potential/



FIGURE 1. SCREENSHOT FROM ENGERATI WEBSITE WITH RESPOND ARTICLE

| | 30 Demand Response Trends Powering the Energy & Utilities Industry: Meet Project Respond REGISTER NOW |
|--------|--|
| Engera | ENERGY RETAIL ENERGY GENERATION SMART INFRASTRUCTURE TRANSMISSION & DISTRIBUTION HI Elodio Guillard 🛛 Logour (+ |
| | 🐼 Articles Webinars Downloads Companies Blogs Events Videos Sign up to our Newsletter About Q |

Participants in demand response programmes show 30% more engagement with their utility



Elodie

Guillard DEXMA

Subject





Despite enormous potential, energy market players such as utilities, have only been thinking about demand response as a flexible grid management tool, rather than an opportunity to engage with their customers.

In most electricity markets around the world, demand response still needs appropriate regulatory environments and policy support to become a reality. By 2050, the global inventory of flexible assets in the residential, commercial and industrial sectors needs to be 10 times higher than it is today, so energy customers will proactively receive appropriate financial incentives for temporary energy reductions which help maintain the grid's stability[1] [2].

Fortunately, the whole energy ecosystem is facing fast development and transformation, and this includes demand response. For instance, distributed renewable generation and EVs allow customers to become energy prosumers who can actively manage their own energy consumption, generation, and storage.

The climate emergency is accelerating the need for a decarbonised energy system and smart digitalisation is empowering both commercial and residential customers[3] [4]. With the evolution of these trends over the next few years, new business models and revenue streams related to demand response will arise, for example aggregators, virtual power plants development and big data.

Energy analytics platforms such as the DEXMA platform or demand response management solutions like the Respond platform will adjust consumption and production patterns bringing flexibility closer to prosumers[5].

DEXMA provides energy intelligent solutions to help utilities to:

- Detect energy savings opportunities (such as DR) by identifying potential flexibility using advanced load disaggregation techniques. This potential can be estimated, for instance, by quantifying the share of energy consumption represented by HVAC and other flexible loads.
- Analyse energy KPIs and perform energy analytics. This combined with demand response is key for the mid-market customers, where demand response "alone" does not pay-off the required investment in assets by itself. In these cases, the ROI can be achieved if the energy savings provided by the energy analytics and the DR technologies are combined.
- Optimise energy consumption and estimate anomalous customer's behaviours.

The cloud-based SaaS tool combines big data analytics with energy efficiency and AI, and it is currently used in more than 80,000 buildings in more than 30 countries.



2.1.2. WEBINAR AT ENGERATI

The webinar 'Demand response trends powering the energy and utilities industry: Meet Project Respond', planned for September 30 at Engerati, involves speakers from several partners: Feníe Energía, Institut Mihajlo Pupin (PUP), Tekniker Research and Technology Centre and DEXMA. This webinar targets several potential stakeholders which may be interested in RESPOND, such as aggregators, utilities and ESCOs. The webinar includes an explanation of RESPOND's main technical challenges, then it focuses on the existing demand response trends for utilities and for the rest of the energy sector. The webinar ends with a dissertation of the challenges that Covid-19 poses for demand response programmes. The agenda³ for the webinar is the following:

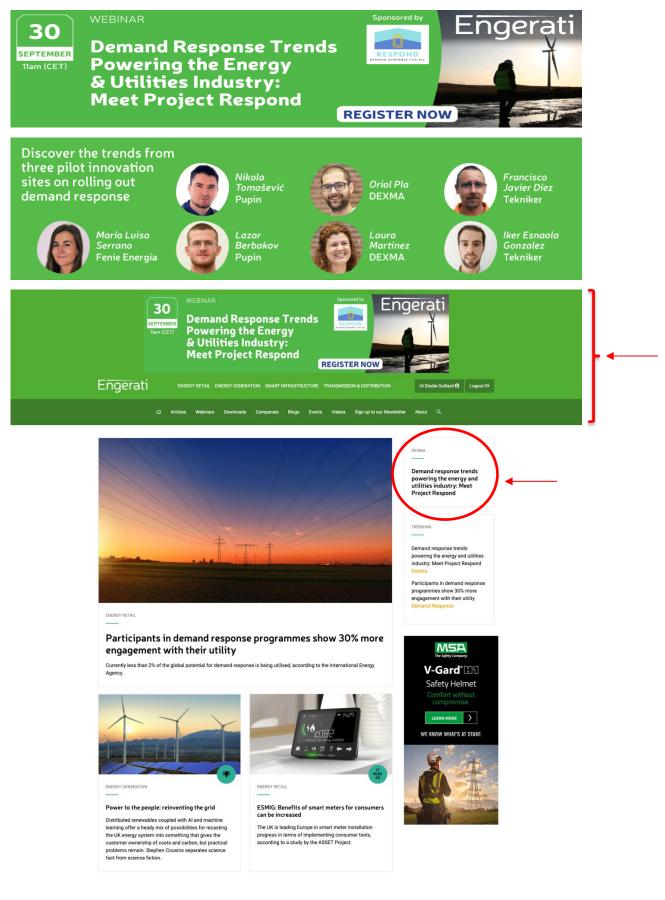
- 1. Welcome & Introduction
 - a. Chair: Francisco Javier Díez (Tekniker)
- 2. DR trends for utilities and the energy sector
 - a. Led by María Luisa Serrano & Agustina Yara (Feníe Energía) and Oriol Pla & Laura Martínez (DEXMA)
- 3. Project RESPOND: technical challenges
 - a. Led by Nikola Tomašević and Lazar Berbakov (IMP)
- 4. Covid-19 challenges in Demand Response
 - a. Led by Iker Esnaola González (Tekniker)
- 5. Questing & Answer

A banner was published on Engerati's website⁴ to announce the webinar. The two images displayed by the banned are displayed in Figure 2.

³ Webinar agenda: https://www.engerati.com/transmission-distribution/demand-response-trends-powering-theenergy-and-utilities-industry-meet-project-respond/ ⁴ https://www.engerati.com/



FIGURE 2. BANNER DISPLAYED AT ENGERATI WEBPAGE





2.1.3. PILOT VIDEOS

There has been a production of a video for each pilot site in the last two months of the project periodic. Two of these videos were produced externally. Madrid pilot video was produced by Bonus Studio⁵ and Aran's pilot video was produced by True North Media⁶ while Aarhus' video was produced internally by AURA. The aim of these videos was to briefly present the RESPOND project, then make an introduction to the pilot site with the pilot coordinator or coordinators. The videos have a duration of 3-5 minutes.

2.1.3.1. MADRID

Firstly, Maria Luisa and Agustina form Feníe Energía explain RESPOND project. Then, a technician from Feníe Energía explains the installation works which were done at the pilot site and finally a pilot participant is interviewed regarding her participation in the project.



FIGURE 3. MADRID PILOT COORDINATOR

⁵ Bonus Studio: https://www.studiobonus.es/

⁶ True North Media: https://www.truenorthmedia.ie/



FIGURE 4. MADRID PILOT PARTICIPANT



2.1.3.2. AARHUS

This video contains the following structure: 1) RESPOND and pilot presentation and 2) an interview to the pilot coordinator from ALBOA.

FIGURE 5. AURA COORDINATOR LISBET STRYHN RASMUSSEN TOGETHER WITH ALBOA CORDINATOR NIELS EILERSGAARD AT THE PILOT SITE







FIGURE 6. INTERVIEW WITH ALBOA PILOT COORDINATOR

2.1.3.3. ARAN

The video produced for the Aran pilot follows a similar structure as the ones described before it. It includes a brief general description of the RESPOND project and the Aran pilot, and then several participants are interviewed regarding their experience in the project, from hardware installation and mobile app usage to their learnings from the project regarding demand response and energy awareness.



FIGURE 7. ARAN PILOT COORDINATOR



FIGURE 8. ARAN PILOT PARTICIPANT



2.1.4. OTHER DISSEMINATION ACTIVITIES

During the period of the project, other dissemination activities have been carried out, with a special focus on social media distribution.

Along with the posts sharing on RESPOND Twitter, Facebook and LinkedIn accounts, DEX published any insightful news and events as well on its own social media platforms to boost RESPOND's visibility. TEK also shared publications, making sure to attract interest and prospects for the events they attended and organized around the project.

Beside social media dissemination, RESPOND's website has been maintained and improved (Wordpress): Branding homogenization, integration of technical improvements and SEO optimization.



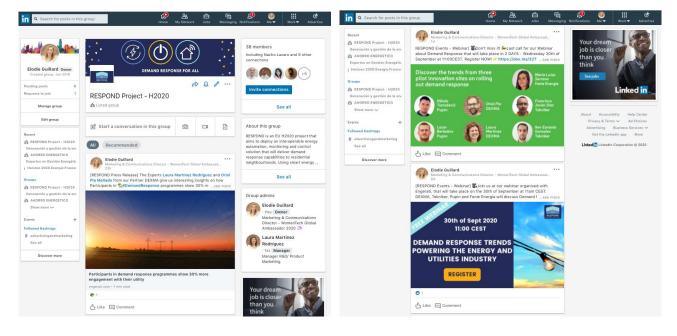
2.1.4.1. SOCIAL MEDIA DISTRIBUTION

All blog posts, events, product releases, or news have been shared during the entire project on the different social media accounts.

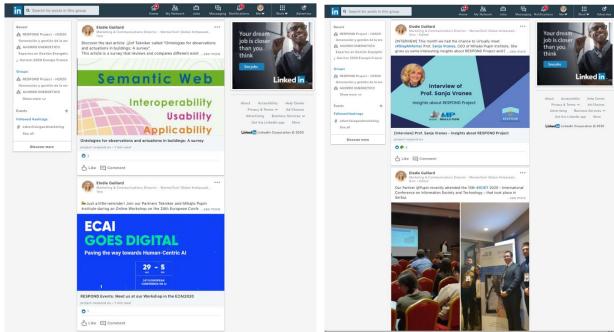
We used LinkedIn, Twitter and Facebook to create brand awareness and gain visibility. You will find below some example of the publications we created to promote Engerati Webinar, Engerati Article and the Interview of Prof. Sanja Vranes amongst other news. To boost RESPOND visibility, posts were also published from the Partners' accounts directly, such as DEXMA (LinkedIn, Twitter), Tekniker or Energomonitor (Twitter). See below

A. RESPOND's Accounts:

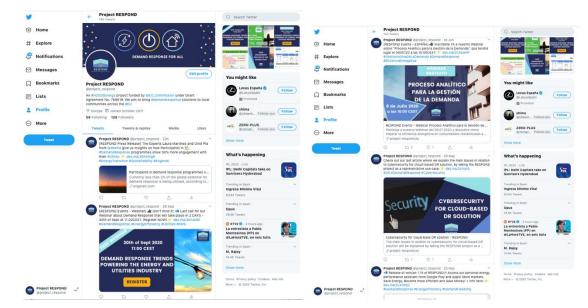
LinkedIn





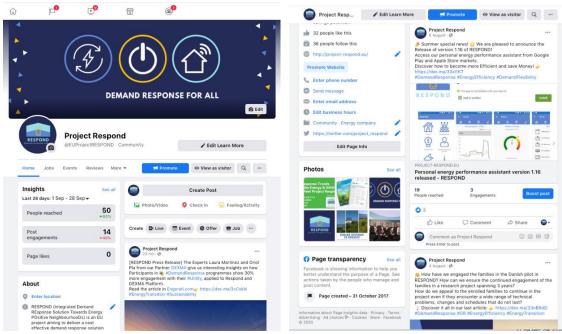


Twitter

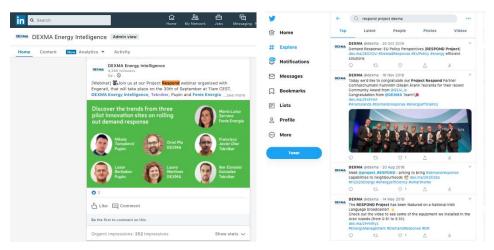


Facebook



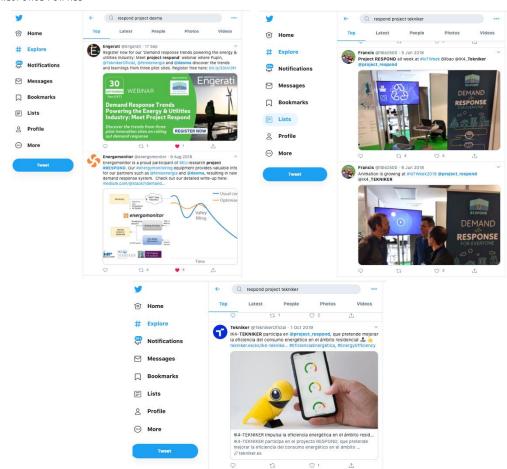


B. DEXMA's Accounts:



C. Partners' Accounts:



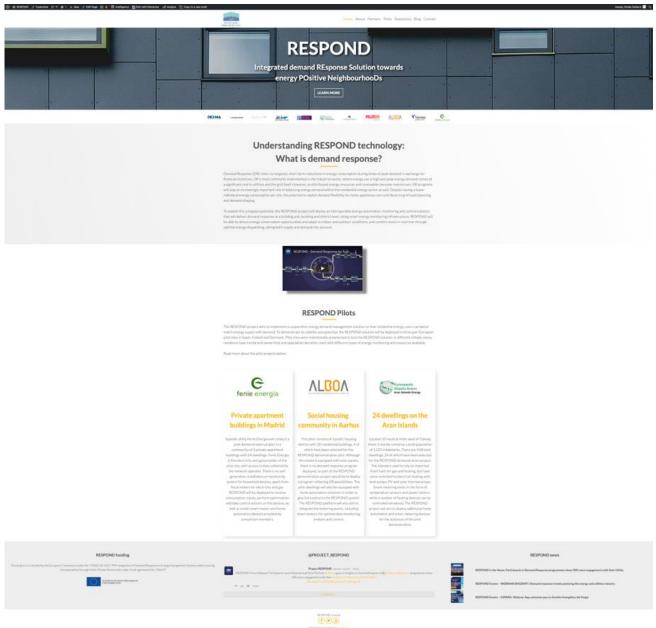


2.1.4.2. WEBSITE OPTIMISATION

The structure for the website had been updated in a new and more user-friendly version. The first version did not have any margins and was not responsive. Now the Website is userfriendly with proper margins.

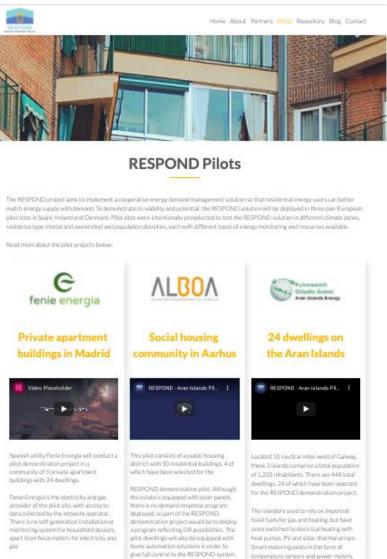
A Video introduction was included in the Home and "About" pages (embedded): Link Home + Link About







The videos of the 3 pilots sites have been added to the "Pilots" page: Link



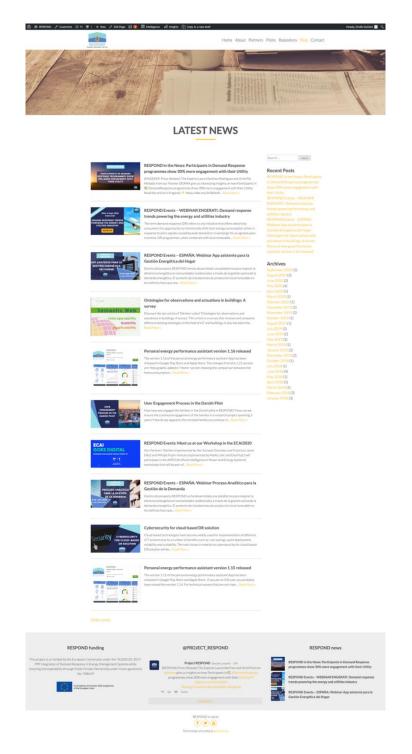
RESPOND will be deployed to receive HESHCHAL WITTE Reprinted to records consumption inputs, perform optimisation and take control actions on the devices, as well as install smart meters and hence automation devices provided by consortium members.

The RESPOND platform will also aim to Integrate the metering points, including umart meters, for optimal data monitoring, analysis and control. temperature sensors and power meters, while a number of heating devices can be controllect wirelessly.

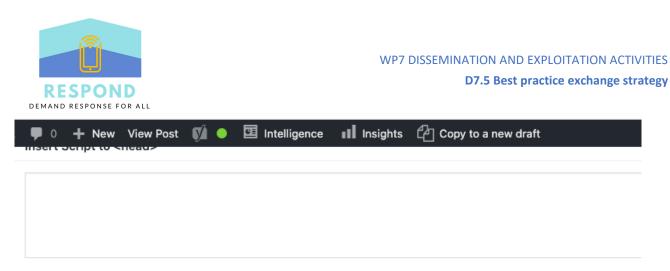
The RESPOND project will aim to deploy additional home automation and smart metering devices for the purposes of the pilot demonstration.



The "Blog" page has been improved with the homogenization of the color palette / branding of the feature images to improve visibility: Link



SEO Optimization: SEO analysis was made to improve RESPOND's ranking in search results. Keywords were defined and integrated in all pages of the website (SEO meta tags included).



Add some code to <head> .

| Yoast SE | EO |
|-------------|--|
| 0 <u>Ne</u> | eed help? Y |
| | Snippet Preview |
| ≺ ≎ | Energy production forecasting as a driving concept for demand response project-respond.eu > energy-production-forecasting-as-a-driving-concept-for-de |
| | Energy production forecasting as a driving concept for demand response: tendency of increasing the share of renewable energy production in the market. |
| | Edit snippet |
| | 🙁 Readability analysis |
| | Focus keyphrase Energy production forecasting |



3. WEBINARS

It was planned to organize 5 different workshops in the second half of the project gathering relevant stakeholders from EU for best practice exchange and to disseminate the exploitation potential of RESPOND. Project results should add value to these venues while giving RESPOND project partners the opportunity to exchange the best practices and ideas.

COVID 19 influenced these workshops and alternatives were discussed with the involved partners in the consortium. It was decided to organize webinars for the local/national stakeholders instead. The objectives for the webinars are the same as for the workshops. One extra webinar at Engerati, as mentioned in Section 2, the webinar "Demand response trends powering the energy and utilities industry", had been held.

Specific guidelines had been defined to assure the dissemination of the best practices and followup of the replication plan (defined in Task 6.4) to all relevant private and public organizations identified by the project partners over the course of the project.

3.1. GUIDELINES FOR WEBINARS

A specific guideline has been defined to assure the dissemination of the best practices and followup of the replication plan (defined in Task 6.4) to all relevant private and public organizations identified by the project partners over the course of the project.

The owner of the webinar fulfils a template for each webinar to make sure it reaches the objectives as defined in the proposal.

The objectives are:

- To share with different stakeholders the project objectives and results achieved.
- Business models applicable to the further exploitation of the results
- Define potential supporting measures to extend the use of the project results

The target attendants to these webinars are: Governmental energy agencies, Local authorities, Energy distributors, Household's, Cooperatives, Technological providers and The Orientation Board members will also have a significant role in these workshops.

Metrics such as number of visits, events and workshops, the number of people involved, and the impact on the community was adopted to the guideline



Table 3: Template/Guideline for webinars

| Webinar/Title | |
|--|----------------------------|
| Responsible partner | Date for the webinar |
| Proposed Topics | |
| Short description of content | |
| Stakeholders invited | |
| How to get in contact with the Stakeholders e.g. network, newsletter, email, phone | |
| Remember answering | |
| How do you cache the Objective 1 | |
| How do you cache the Objective 2 | |
| How do you cache the Objective 3 | |
| Place for two-way communication | |
| Metrics number of participants | |
| Invite the Advisory Board member | |
| Short description of impact of the community | |
| Resumé of the outcome of the webinar | |
| Additional Information | |



The webinars organized with local/nation stakeholders was 2 in Spain, led by TEK, 2 in Denmark, led by AAU, one in Ireland, led by NUIG and one at Engerati, led by DEX.

3.2.1. WEBINARS IN SPAIN

TEK held two webinars as showed below.

Table 4. Webinar no. 1 in Spain

| Template/guideline for planning the web | binar | | | |
|---|---|--|--|--|
| Webinar/Title | Proceso analítico para la gestión de la demanda Demand Response analytical process | | | |
| Responsible partner/contact person | TEK FranciscoDate for the08/07/2020Javier Díezwebinar | | | |
| Proposed Topics | RESPOND analytical services | | | |
| Short descriptionExplanation of the added value services developed in RESPOND and how the cor loop process supports Demand Response | | | | |
| Stakeholders invited | 356 contacts including Spanish companies and public authorities from the infrastructures and energy sectors. | | | |
| How to recruit the Stakeholders e.g. network, newsletter, email, phone | email campaign, RESPOND web page, social networks | | | |
| Remember answering | | | | |
| How do you fulfil Objective 1 | The webinar will expose outcomes related to KERS: 1 RESPOND Solution 4 Integrative DER energy optimizer 5 District energy dispatch optimization 6 Energy demand forecaster 7 RES production models 8 Simulation of building energy parameters 10 Semantic information model | | | |
| How do you fulfil Objective 2 | Explanation of the integration possibilities of developed services with third party energy services. | | | |



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| How do you fulfil Objective 3 | Offer to show results of the project in custom demonstration meetings. | | |
|---|---|--|--|
| Possibility for questions/two-way communication | Yes | | |
| Number of participants | 21 | | |
| Invite the Advisory Board member | No, because no member of advisory board is Spanish. Madrid neighbors were invited but no one assisted. | | |
| Short description of impact on the community | The attendees were industrial companies working on different aspects of Demand Response as ESCOs, RES equipment manufacturers, energy retailers, DSOs, software solutions providers and energy providers. The variety in the type of the companies interested shown that Demand Response topic applied to residential sector is an area with a wide ecosystem. | | |
| Resumé of the outcome of the webinar | The webinar and presentations followed the scheduled agenda. The assistants were interested in the outcomes of the project and specially in the accuracy of the models and prescriptions. | | |
| Additional Information | Showed in Annex I | | |

Table 5. Webinar no. 2 in Spain

| Template/guideline for planning the webinar | | | | |
|--|---|--|------------|--|
| Webinar/Title | Asistente para la gestión energética del hogar Personal Energy Performance Assistant | | | |
| Responsible partner/contact person | TEK Francisco Javier Díez | | 24/09/2020 | |
| Proposed Topics | Personal Energy Performance Assistant | | | |
| Short description of content | Expose the functionalities provided for the personal energy performance assistant thanks to the added value services deployed in the project. | | | |
| Stakeholders invited | 356 contacts including Spanish companies and public authorities from the infrastructures and energy sectors. | | | |
| How to recruit the Stakeholders e.g. network, newsletter, email, phone | email campaign, RESPOND web page, social networks | | | |



| Remember answering | |
|--|--|
| How do you fulfil Objective 1 | The webinar will expose outcomes related to KERS: 1 RESPOND Solution 2 Mobile App 3 User engagement approach |
| How do you fulfil Objective 2 | Explanation of integration possibilities of developed services with third party energy services and fronted. |
| How do you fulfil Objective 3 | Offer to show results of the project in custom demonstration meetings. |
| Possibility for questions/two-way communication | Yes |
| Number of participants | 9 |
| Invite the Advisory Board member | No, because no member of advisory board is Spanish. Madrid neighbors were invited but no one assisted. |
| Short description of impact on the community | Despite the stakeholders invited were the same than previous webinar the number of attendees was significantly lower. The webinar focused in the interaction with the final user and some of the stakeholders that assisted to the previous webinar as equipment manufacturers are not interested in this topic. |
| Resumé of the outcome of the webinar | The webinar and presentations followed the scheduled agenda. The assistants were aware of the challenge of user engagement in Demand Response in the residential sector. They are interested to access the final deliverable about experiences and lesson learnt to be taken in account for future research projects. |
| Additional Information | Showed in Annex II |

WEBINARS IN DENMARK 3.2.2.

AAU held two webinars as showed below.

| Webinar/Title | Demand response solutions for district heating | | |
|---------------------|--|---------|------------|
| | (language: Danish) | | |
| Responsible partner | AAU | Date | 05/10/2020 |
| | | for the | |
| | | webinar | |

Table 6: webinar no.1 in Denmark



| DEMAND RESPONSE FOR ALL | |
|---|--|
| Proposed Topics | Automated demand response solution for heating homes with flexible supply of district heating User engagement and experiences with demand response for heating Possibilities and challenges for upscaling – technical and user-related |
| Short description of content | The webinar presents results from the Aarhus pilot study applying DR of heating in individual dwellings in social housing. The aim of the webinar is to present lessons learned and discuss with relevant stakeholders within the research and district heating communities the applicability of such solutions for peak shaving district heating. |
| Stakeholders invited | Researchers within the field of heating, indoor environment and smart energy solutions for homes District heating companies Developers of smart thermostats and smart solutions Danish social housing organizations The Danish Energy Agency |
| How to get in contact with the Stakeholders e.g. network, newsletter, email, phone | Personal professional networks via email. It was decided to make personal invitations to a limited number of stakeholders in order to ensure space for discussion and participation of all participants. |
| Remember answering | |
| How do you fulfil Objective 1 | The webinar will share RESPOND outcomes related to automated DR solutions for heating within the district heating and social housing context. |
| How do you fulfil Objective 2 | The webinar will discuss the feasibility and the economical soundness of the studied DR solution in a wider context – including who might benefit from it and under which conditions. |
| How do you fulfil Objective 3 | The webinar will be an occasion to strengthen and extent our professional networks, which will support further dissemination and use of project results. |
| | Yes |
| Place for two-way communication | |
| Place for two-way communication Metrics number of participants | Accepted invitations (by 25/09/2020): 16 |
| Metrics number of participants | |
| Metrics number of participants Invite the Advisory Board member Short description of impact of the community | Yes N/A |
| Metrics number of participants Invite the Advisory Board member Short description of impact of the community | Yes |



Table 7: Webinar no. 2 in Denmark

| Webinar/Title | Webinar about loc demand response | | ver generation and e: Danish) |
|--|--|---|--|
| Responsible partner | AAU | Date for the webinar | 06/10/2020 |
| Proposed Topics | optimizing self- within a social Practical user- time shifting el | -sufficiency housing se experience ectricity co od challeng | es and participation in onsumption ges for upscaling – |
| Short description of content | trial on time shiftin electricity with the from local micro-g housing associatio learned and discu within research an the applicability of webinar also inclu colleagues on res sufficiency (prosu homes with PV pa compare results fr (Aarhus) with hom | g (demand aim of opt eneration on. The ain ss with rele d social he such solu des a brief ults from a mption) in nels. The om social e owners | timizing self-sufficiency (PV panels) in a social n is to present lessons evant stakeholders ousing communities tions. Furthermore, the f presentation by AAU recent project on self- occupier-owned |
| Stakeholders invited | solutions for he transition | omes and associatio companie | |
| How to get in contact with the Stakeholders e.g. network, newsletter, email, phone | Personal profession decided to make p number of stakeho | onal netwo personal in plders in o | orks via email. It was vitations to a limited rder to ensure space ion of all participants. |
| Remember answering | | | |
| How do you fulfil Objective 1 | (auto-consumption housing context). | with optim n) at the Aa | izing self-sufficiency arhus pilot site (social |
| How do you fulfil Objective 2 | economical sound | ness of the | feasibility and the e trialed DR solution in vho might benefit from s. |



| How do you fulfil Objective 3 | The webinar will be an occasion to strengthen and extent our professional networks, which will support further dissemination and use of project results. |
|--------------------------------------|---|
| Place for two-way communication | Yes |
| Metrics number of participants | Accepted invitations (by 25/09/2020): 6 |
| Invite the Advisory Board member | Yes |
| Short description of impact of the | N/A |
| community | |
| Resumé of the outcome of the webinar | N/A |
| Additional Information | See Annex IV (original invitation in Danish) |

3.2.3. WEBINARS IN IRELAND

NUIG held one webinar as showed below.

Table 8: Webinar in Ireland

| Template/guideline for planning the wel | binar | | |
|--|---|--|---------------------------------|
| Webinar/Title | | DR programs for building energy efficiency and user's comfort | |
| Responsible partner/contact person | NUIG – Marcus Keane / Paulo Lissa | Date for the webinar | October 2020 |
| Proposed Topics | DR programs fo and user's comf | ort | |
| Short description of content | The aim of this work of DR programs and also user's of presented some methodology an | in terms of ene comfort. Moreo of RESPOND | ergy savings ver, it will be |
| Stakeholders invited | ASHRAE Ireland Heating, Refrige Engineers). IBPSA (Internati Simulation Asso CIBSE Ireland (Building Service | rating and Air-(onal Building P ciation). Chartered Instit | Conditioning Performance |
| How to recruit the Stakeholders e.g. network, newsletter, email, phone | Email, phone, ne | u 1 | |
| Remember answering | | | |
| How do you fulfil Objective 1 | | | |
| How do you fulfil Objective 2 | | | |



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| How do you fulfil Objective 3 | |
|--------------------------------------|--|
| | |
| | |
| Possibility for questions/two-way | |
| communication | |
| Number of participants | |
| Invite the Advisory Board member | |
| Short description of impact on the | |
| community | |
| Resumé of the outcome of the webinar | |
| Additional Information | |

3.2.4. ENGERATI WEBINAR

As mentioned in Section 2, the webinar 'Demand response trends powering the energy and utilities industry: Meet Project Respond' has been planned for September 30th and speakers from DEXMA, Feníe Energía, Tekniker (TEK) Research and Technology Centre and Institut Mihajlo Pupin (PUP) will participate in it. The following table gives an overview of the webinar.

| Webinar/Title | Demand response trends |
|---------------------|--------------------------------------|
| | powering the energy and utilities |
| | industry: Meet Project Respond |
| Responsible partner | DEXMA Date for 30/09/202 |
| | the 0 |
| | webinar |
| Proposed Topics | Demand response trends |
| | powering the energy and utilities |
| | industry |
| | RESPOND technical challenges |
| | Covid-19 challenges for DR |
| Short description | The aim of this webinar is to |
| of content | present RESPOND and its |
| | technical challenges, the |
| | demand respond trends for |
| | utilities and the rest of the energy |
| | sector, how DEXMA's platform |
| | enhances customer engagement |
| | for utilities and the challenges |
| | that Covid-19 poses for demand |
| | response. |
| Stakeholders | The webinar is hosted by |
| invited | Engerati, which is one of the |
| | most important websites in the |
| | energy sector. Many RESPOND |
| | potential stakeholders (utilities, |
| | aggregators, ESCOs, energy |

Table 9. webinar at Engerati



| | communities, etc) access Engerati daily to know more about energy sector trends. |
|--|---|
| How to get in contact with the Stakeholders e.g. network, newsletter, email, phone | Engerati provides a list of the registered assistants which contains their opted-in email address. |
| How do you fulfil Objective 1 | RESPOND results are presented during the webinar, together with the technical challenges faced. |
| How do you fulfil Objective 2 | The potential of DR solutions (including RESPOND) for utilities will be explained during the webinar. |
| How do you fulfil Objective 3 | Not covered in this webinar. |
| Place for two-way communication | Q&A at the end of the webinar. |
| Metrics number of participants | About 80 registered participants up to September 25th. |
| Invite the Advisory Board member | There are no invitations to the webinar, assistants must register at: https://www.engerati.com/transmi ssion-distribution/demand- response-trends-powering-the- energy-and-utilities-industry- meet-project-respond/ |
| Short description of impact of the community | Webinar to be done on September 30th. |



This Deliverable is part of the project Integrated *Demand Response Solution Towards Energy Positive NeighbourhooDs* (RESPOND) and it reports the activities from Task 7.4 *Best practice exchanges and methodology workshops.*

This Deliverable aimed to show outreach to all potential stakeholders starting from the residential/social housing associations to energy providers and demand aggregators, while raising the awareness about the best practices in RESPOND project.

The Deliverable was performed in close collaboration with Task 7.1 as dissemination activities of best practices will be conducted through traditional channels (e.g. web pages, brochures, newsletters, conferences, workshops, e-seminars, etc.).

Several actions have been planned during the final months of the project. The Dissemination and Communication Plan contains an overview of activities already carried out as well as future dissemination activities.

In this deliverable, several activities that disseminate best practices and results of RESPOND project have been described. These activities include mainly online events (Covid-19 pandemic shifted the face-to-face workshops to online webinars) like webinars or the publication of articles and videos, which have been targeted at potential stakeholders that may be interested in the implementation of the RESPOND solution.

It was planned to organize 5 different workshops in the second half of the project gathering relevant stakeholders from EU for best practice exchange and to disseminate the exploitation potential of RESPOND. Project results should add value to these venues while giving RESPOND project partners the opportunity to exchange the best practices and ideas.

COVID 19 have influenced the workshops and the alternatives were discussed with the involved partners in the consortium, it was decided to organize webinars for the local/national stakeholders instead. The objectives for the webinars were the same as for the workshops. The webinars held by NUIG and AAU had to be held after end of the project (early October 2020) for practical reasons. One extra webinar had been held September 30th in Energati. From one side, the smart energy network Engerati⁷ was contacted in order to know which were the possibilities they offered regarding the dissemination of RESPOND. Engerati offered several options, and it was decided that an article would be published on Engerati's webpage and they would also host a webinar.

The content of webinars carried out by project partners has been described in this deliverable, as well as the videos for each of the pilot sites, even though they have not been finished yet at the time of writing this deliverable. The videos, which are 3-5 minutes long on average, include a small presentation of the project and the pilot. These videos will be disseminated through RESPOND social media channels.

⁷ Engerati: https://www.engerati.com/





RESPOND DOCUMENTS

- D.6.4 RESPOND replication plan
- D.7.1 Dissemination and communication plan



ANNEX I: SPAINISH WEBINAR, DEMAND RESPONSE ANALYTICAL PROCESS

Platform used: Microsoft Teams

Banner

Si no ve correctamente este mensaje, pinche AQUÍ



WEBINAR

Proceso analítico para la

gestión de la demanda

| 08.07.2020 |

Dentro del proyecto RESPOND se ha desarrollado una plataforma para mejorar la eficiencia energética en comunidades residenciales a través de la gestión activa de la demanda energética. El aumento de instalaciones de producción local renovable en los edificios hace que sea un aspecto muy importante para la optimización del consumo energético.

En este webinar te invitamos a conocer los servicios de valor añadido desarrollados dentro del proyecto para obtener recomendaciones de consumo basadas en hábitos de comportamiento de los ocupantes, en predicciones meteorológicas y los precios de la energía. Todo ello combinado con las últimas tecnologías en IoT junto con la analítica prescriptiva e interacción con el usuario.



| 10:00h | Presentación general de Tekniker |
|--------|---|
| 10:05h | Presentación del proyecto RESPOND |
| 10:20h | Descripción detallada de los servicios de valor añadido |
| 10:45h | Ruegos y preguntas |





RESPOND | Integrated demand REsponse Solution towards energy Positive NeighbourhooDs |

This project is co-funded by the European Commission under the "H2020-EE-2017-PPP Integration of Demand Response in Energy Management Systems while ensuring interoperability through Public Private Partnership under Grant agreement No. 768619

WP7 DISSEMINATION AND EXPLOITATION ACTIVITIES D7.5 Best practice exchange strategy

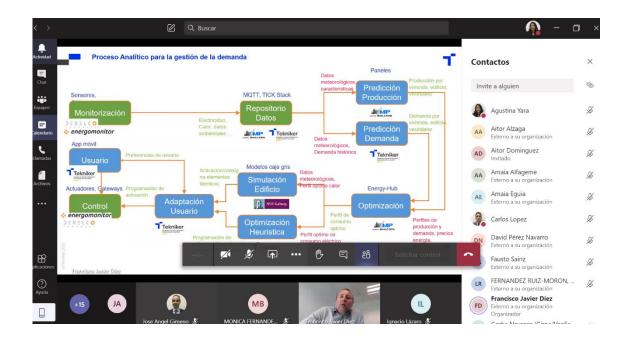


UPV/EHU Manuel Aizpurua Luis Fernandez REPSOL **Javier Elias** SATEL Jose Aguado Universidad de Malaga Monica Fernandez EDP Jose Angel Gimeno Fenie Energia Weidmueller Sergio Muiña Amaia Eguia Gestamp David Perez Creara Gorka Naveran Giroa-Veolia Aitor Dominguez IDAE Lola Alacreu **ETRA** Ignacio Benitez Ampere Energy Fausto Sainz **Commet Technology** Carlos Lopez Fenie Energia Agustina Yara Fenie Energia Iker Esnaola Tekniker Tekniker Ignacio Lazaro Tekniker Aitor Alzaga Tekniker Susana Lopez

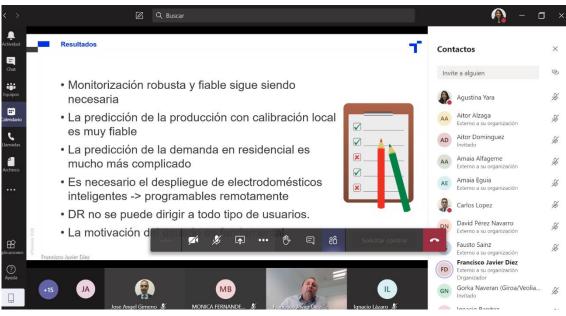
Pictures













ANNEX II: SPANISH WEBINAR, PERSONAL ENERGY PERFORMANCE ASSISTANT

Platform used: Microsoft Teams

Banner

Si no ve correctamente este mensaje, pinche AQUÍ



WEBINAR

App asistente para la gestión energética del hogar

| **16.09.2020** | 🕑 16:00h (45 min.)

Dentro del proyecto RESPOND hemos desarrollado una plataforma para mejorar la eficiencia energética en comunidades residenciales a través de la gestión activa de la demanda energética. El aumento de instalaciones de producción local renovable en los edificios hace que sea un aspecto muy importante para la optimización del consumo energético.

Explicaremos el funcionamiento de la App móvil desarrollada para ayudar a los residentes a mejorar la eficiencia energética aprovechando la gestión activa de la demanda. Esta está basada en los servicios de valor añadido desarrollados dentro del proyecto para obtener recomendaciones de consumo para el día siguiente, utilizando los consumos históricos así



como las predicciones meteorológicas y los precios de la energía, todo ello combinando las últimas tecnologías en IoT junto con la analítica prescriptiva y el diseño para mejorar la experiencia del usuario.

INSCRÍBETE AQUÍ

AGENDA

16:00h Asistente para la gestión energética del hogar

16:30h Ruegos y preguntas (15 min.)



RESPOND | Integrated demand REsponse Solution towards energy Positive NeighbourhooDs |

This project is co-funded by the European Commission under the "H2020-EE-2017-PPP Integration of Demand Response in Energy Management Systems while ensuring interoperability through Public Private Partnership under Grant agreement No. 768619

Attendee list:

Name

Company



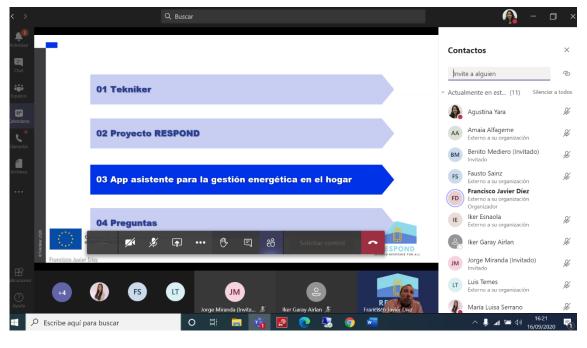
| Benito Mediero | Giroa-Veolia |
|---------------------|--------------------------------------|
| Luis Temes | Cosmo Consult |
| Iker Garay | Airlan |
| Fausto Sainz | Commet Technology |
| Jorge Miranda | Veolia |
| Unai Iraola | Orona |
| Unai Mendia | Administración de fincas Unai Mendia |
| Maria Luisa Serrano | Fenie Energia |
| Agustina Yara | Fenie Energia |
| Iker Esnaola | Tekniker |
| Ignacio Lazaro | Tekniker |
| | |

Pictures

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DEMAND RESPONSE FOR ALL







ANNEX III: DANISH WEBINAR INVITATION, DR DISTRICT HEATING



Invitation til webinar om fleksibelt fjernvarmeforbrug

Fjernvarmeselskaber ønsker at flytte en del af varmeforbruget i boliger væk fra spidsbelastningen i morgentimerne (peak-shaving), hvor mange beboere bader samtidig. En måde at gøre det på kunne være at installere udstyr i hjemmene, som kan kontrollere opvarmningen af boligerne, så opvarmningen flyttes væk fra spidsbelastningen.

Denne mulighed har vi på BUILD, Aalborg Universitet, i samarbejde med fjernvarmeselskabet AffaldVarme Aarhus, undersøgt i den danske del af et internationalt projekt kaldet RESPOND. Det er foregået i en dialog med beboerne i boligforeningen ALBOA i Aarhus. Der blev installeret nye termostater, som blev fjernstyret til kortvarigt at lukke for varmen i morgentimerne. Beboernes oplevelser af temperaturforholdene og erfaringer med de nye tekniske løsninger blev indsamlet via spørgeskema og interviews.

På webinaret vil vi præsentere resultaterne fra undersøgelsen. Derefter er der afsat god tid til at diskutere resultaterne fra projektet og inddrage deltagernes egne erfaringer fra andre lignende projekter. Kan vi svare på hvordan fremtidens løsning til peak-shaving for fjernvarme skal se ud?

Tid og tilmelding

Webinaret afholdes **mandag den 5. oktober kl. 14-15.30**. Tilmelding finder sted ved at sende en mail til Henrik N. Knudsen på <u>hnkn@build.aau.dk</u>. Cirka en uge før webinaret modtager alle tilmeldte nærmere instruktioner pr. mail om, hvordan mødes tilgås via internettet (link og platform).

Program

| 14.00 | Velkommen og kort intro til RESPOND-projektet (Henrik N. Knudsen, Seniorfor- |
|-------|--|
| | sker, BUILD, AAU) |
| 14.05 | Fjernevarmeselskabers behov og spidsbelastning (Martin Heine Kristensen, For- |
| | retningsudvikler, AffaldVarme Aarhus) |
| 14.10 | Beboernes ønsker til funktionalitet af teknisk løsning (Toke Haunstrup Christen- |
| | sen, Seniorforsker, BUILD, AAU) |
| 14.20 | Teknisk løsning, forsøgsdesign og beboernes erfaringer (Henrik) |
| 14.40 | Flyttet energi og kommercielt perspektiv (Martin) |
| 14.55 | Åben diskussion af resultaterne og fremtidens løsninger til peak-shaving |

15.30 Tak for i dag

Vi glæder os til at se dig til webinaret.

Venlig hilsen,

Henrik N. Knudsen & Toke Haunstrup Christensen Institut for Byggeri, By og Miljø (BUILD), AAU

Webinaret afholdes som del af projektet RESPOND (<u>http://project-respond.eu/</u>), der er støttet af Horizon 2020 og har titlen: Integrated demand REsponse Solution towards energy POsitive NeighbourhooDs.



A.C. MEYERS VÆNGE 15 DK-2450 KØBENHAVN SV SBI.DK CVR 29 10 23 84

+45 9940 2256 HNKN@BUILD.AAU.DK

DATE 07.09.2020



ANNEX IV: DANISH WEBINAR INVITATION, DR AND AUTO-CONSUMPTION OF LOCAL PV POWER



Invitation til webinar om lokal elproduktion og fleksibelt forbrug

Med omstillingen til vedvarende energi er behovet for et "fleksibelt" energiforbrug kommet i fokus. Det skyldes behovet for at skabe balance på elnettet mellem forbruget og produktionen af el fra især solceller og vindmøller. Samtidig har mange parcelhusejere fået installeret solceller inden for de senere år. Det får ifølge flere studier ejerne til at ændre deres daglige vaner, så de kan flytte deres elforbrug i tid og på den måde optimere udnyttelsen af egen solcellestrøm.

Hidtil har der været et særligt fokus på boligejere med solceller på taget. I et aktuelt EU-projekt (RESPOND) har BUILD, Aalborg Universitet, imidlertid undersøgt mulighederne for at skabe tilsvarende ændringer i beboernes vaner i en almen boligorganisation med eget solcelleanlæg (ALBOA i Aarhus). På webinaret vil vi præsentere resultaterne fra RESPOND-projektet med særligt fokus på spørgsmålene: Ændrer beboerne praksis og flytter forbrug (fx tøjvask og opvask) i forhold til boligforeningens produktion af strøm? Hvilke tanker gør de sig herom? Hvilken betydning kan en app med oplysninger om den aktuelle solcelleproduktion have for beboernes praksis?

På webinaret præsenteres også resultater fra to andre projekter på BUILD: Dels et nyligt afsluttet projekt, som har undersøgt, hvordan egen solcelleproduktion påvirker hverdagslivet hos boligejere. Dels et nyt projekt om fleksibel afregning og forbrug. Oplæggene vil bl.a. danne baggrund for en sammenligning mht. forskelle og ligheder mellem erfaringer fra boligejere og almene lejere.

På webinaret afsættes der god tid til at diskutere resultaterne fra projekterne samt de videre perspektiver i forhold til betydning af fleksible hverdagspraksisser (fleksibelt elforbrug) og lokal elproduktion i fremtidens energisystem.

Tid og tilmelding

Webinaret afholdes **tirsdag den 6. oktober kl. 14-15.30**. Tilmelding finder sted ved at sende en mail til Toke Haunstrup Christensen på <u>thc@build.aau.dk</u>. Da der er begrænset deltagerantal, er det en god ide at tilmelde sig hurtigt. Cirka en uge før webinaret modtager alle tilmeldte nærmere instruktioner pr. mail om, hvordan mødes tilgås via internettet (link og platform).

Program

| 14.00 | Velkommen og kort intro til RESPOND-projektet (Toke Haunstrup Christensen, seniorforsker ved BUILD) |
|-------|--|
| 14.05 | Lokal elproduktion og fleksibelt forbrug i en almen boligorganisation. Foreløbige resultater af et forsøg i Aarhus (Toke) |
| 14.30 | Hvordan påvirker solceller hverdagspraksisser og elforbrug? (Anders Rhiger Han- sen, seniorforsker ved BUILD) |
| 14.55 | Åben diskussion af resultaterne og hvad vi kan lære af dem |
| 15.30 | Tak for i dag |

Vi glæder os til at se dig til webinaret.

Venlig hilsen,

Toke Haunstrup Christensen & Henrik N. Knudsen Institut for Byggeri, By og Miljø (BUILD)

Webinaret afholdes som del af projektet RESPOND (<u>http://project-respond.eu</u>/), der er støttet af Horizon 2020 og har titlen: Integrated demand REsponse Solution towards energy POsitive NeighbourhooDs.

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DATE 03.09.2020



ANNEX V: NUIG WEBINAR INVITATION, DEMAND RESPONSE PROGRAMS FOR BUILDING ENERGY EFFICIENCY AND USER'S COMFORT







NUIG Student Branch of ASHRAE

"Demand response programs for building energy efficiency and user's comfort"

Date: Thursday, 8th October 2020 Time: 1:00 PM - 2:00 PM BST



Marcus M. Keane

Director of the IRUSE group and lecturer at the Department of Civil Engineering, NUI Galway





Maria Luisa Serrano Innovation and Regulation engineer at the Spanish utility Feníe Energía





Toke Haunstrup Christensen Senior researcher at the Department of the Built Environment at Aalborg University in Denmark





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