

# Citizens and ICT

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# eSESH Saving Energy in Social Housing with ICT

- 10 pilot sites across Europe
- 3 years project started March 2010
- Similar needs, similar issues, different ICT services implemented
- Services to increase awareness of tenants of their energy consumption
- Details of the implemented services at [www.esesh.eu](http://www.esesh.eu)

# Is it worthwhile?

New ICT technologies can provide a great deal of information to the users about how they consume energy, but does this always help the user to reduce his energy consumption?

Answer: Not necessary! It could bring as well to an increase of consumption (devices consume energy in order to operate)

It is essential to provide information which are actually useful to the user and in a way which is understandable

# Example of useful information

Your  
instantaneous  
consumption of  
electricity is  
2 kW

Your  
instantaneous  
consumption of  
heat is 5 kW

# Example of understandable information

During the last winter ...

... you have consumed 800 cube meters of gas for heating

... you have consumed 20% less than during the previous one

... you have consumed 30% more than the average

# Some points from our experience

- Data protection: consumption data are personal data and need user authorization to be treated
- Avoid duplication: 2 meters to measure the same quantity, once for the energy provider and once for the building monitoring infrastructure: nonsense!
- Complement technology with face to face support to help understanding consumption and think how to reduce it!
- Provide complete information when possible: energy consumption is not only electricity or heating, it's all of them!!!