

Fair District Heat -Cooperation with DHC-companies and customers

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Fair District Heat

- Content of my presentation
 - Fair District Heat –scheme in brief
 - Background
 - Related parties and roles → Processes
 - Companies point of view
 - Branch organisation's view
 - Customers point of view



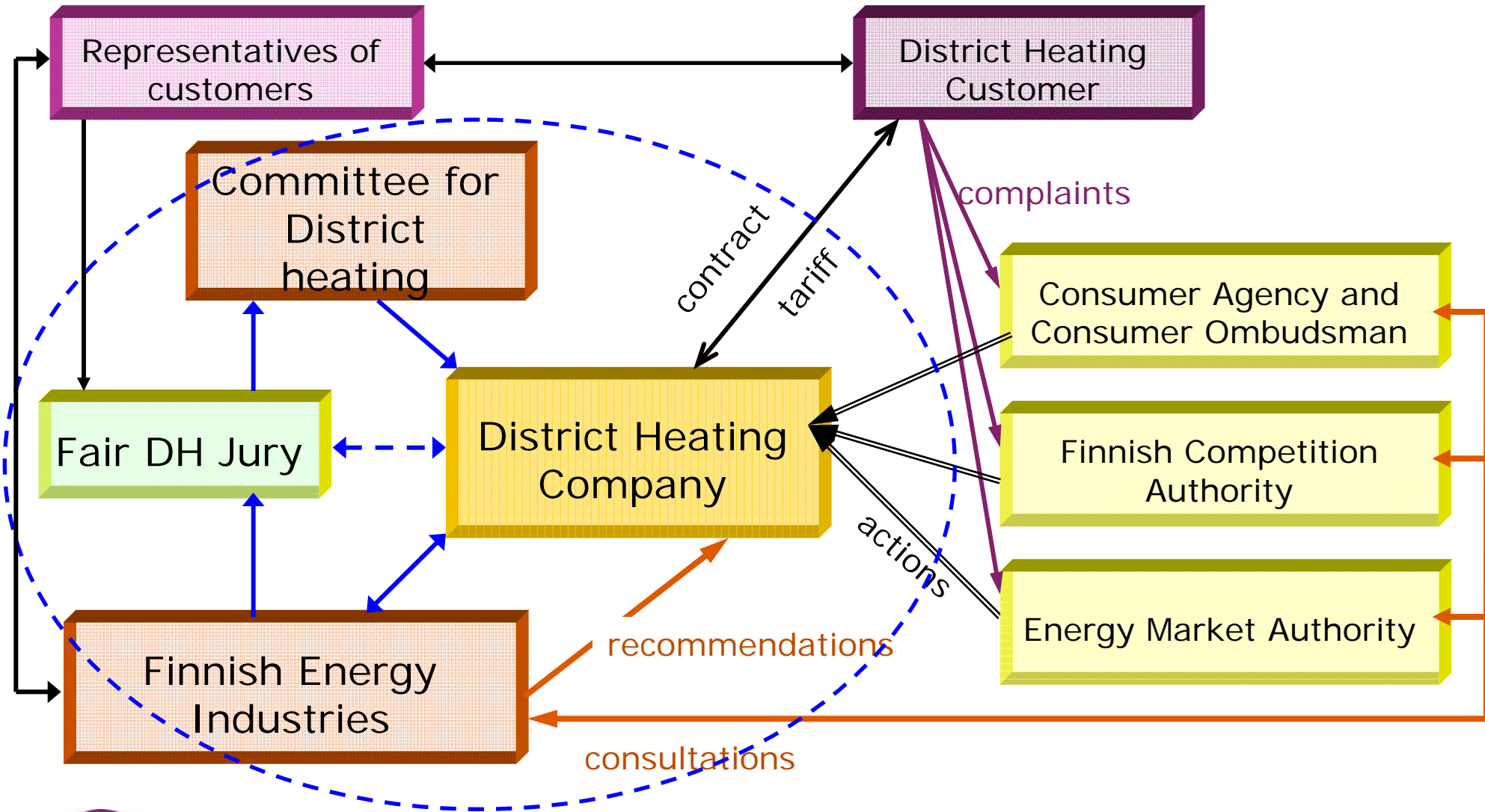
Fair District Heat – in brief

- Labelling or branding of DH-companies
 - *De facto* only one and small aspect of Fair District Heat
- Most important is to offer tools for DH companies
 - to development their business
 - to talk with customer organisations
- Makes lobbying easier
 - Good reputation of DH-sector
- Could be considered as a voluntary policy instrument as well
- Launched in 2006
- Over 80 % of delivered DH is “fair” in Finland

Why Fair District Heat – Background

- No sector specific legislation for district heating in Finland
 - **In the future this should continue to be so**
 - Traditionally market-oriented approach, competition between different heating forms
 - District heating companies are mainly supervised by general legislation like competition and consumer protection legislation, and related authorities
- Customers expectations
- Tools for district heating companies

Fair District Heat relations between different related parties



Fair DH – Customer point of view

- Conditions for DH-company and interests of customers
 - **Non stop development on the field of customer relationship**
 - Written contract for all customers
 - Terms of contract are in line with recommendations of Finnish Energy Industries
 - Productisation of DH and supplementary services have to be done
 - Open, understandable and transparent pricing
 - Prices are public and available for all customers
 - Customers get information about interruptions of heat delivery, price changes and company news

Fair DH – Consumers point of view

- Customers will get consumption report at least once or twice a year
- Customers will get forecast for heating costs annually
- A Company will arrange meetings and functions for interest groups and customers
- Fast and flexible service → A company answer to feedback from customers within 7 days at least
- If a company has a web-site, there is place for feedback

Fair DH – From companies point of view

- Conditions
 - Activity of a DH-company is in line with the economic and technical recommendations of Finnish Energy Industries
 - A company delivers price information to price statistics
 - A company joins the Energy Efficiency Agreement of Energy Services
- Benefits
 - Tools for improvement of customer relationship
 - The branch organisation collects new ideas and offers those for the further use of companies
 - Dialogue with consumer organisations
 - Positive and good publicity

From branch organisations point of view

- As branch organisation we want to offer some development tools for companies
 - Companies make framework for our work (supervision of interests)
 - Encourage companies to develop their customer service and policy

My mission!

- SMILE on the faces of the Finnish district heating sector!

