Congress Report

Background: Euroheat & Power organised the 39th edition of the Euroheat & Power Congress – a biennial event this time held in Nantes, France.

Purpose: The Congress provided a forum for professionals, academics and policy-makers to convene, interact, network and share experiences. The Congress highlighted the benefits and the potential that District Heating and Cooling offer as modern, sustainable energy solutions.

Participants: This event brought together 355 key leaders in the field and provided all attendees with an in-depth look into the current status of District Energy (industry, projects and policy).

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1. The Congress

The Congress took place from 7 to 8 May 2019 at La Cité des Congrès – Convention Centre in Nantes, France. It also showcased other side events such as the French Colloque/Meeting on the 6th of May, the Euroheat & Power's General Assembly, technical visits, as well as a welcome reception and an evening function.

2. Congress organisation

Euroheat & Power

Euroheat & Power aisbl
Cours Saint Michel 30a Box E
BE-1040 Brussels
Belgium
www.euroheat.org

3. Promotion

Call for ideas

Euroheat & Power decided that the best way to discover what our attendees want is to simply ask them via an online survey. The pre-congress survey helped Euroheat & Power assess the audience's expectations and create a programme that is of value to them and start the promotional activities.

EHP database	
Count	**Responded**
8,610	34

- E-mailing Campaigns:
  - Invitation on 24 April 2018
  - Respondents : Possibility to register at the member's rate

Direct Marketing Database

EHP database	
Mailed to – Number of contacts	**Registered**
8,610	414

- E-mailing Campaigns:

Targeted emails sent to the entire database of over 8,610: 9 in the period from October '18 to April '19.

Sent	Subject	Sent to	Opened	Open Rate (%)
11-Oct-2018 16:00	Invitation	7,840	1,566	21.24
14-Nov-2018 14:00	Embark on the journey to the #19EHPcong!	7,757	1,335	18.28
07-Dec-2018 14:00	One thing to do before the holiday break... #19EHPcong!	7,707	1,221	16.84
10-Jan-2019 14:00	We have your New Year's resolution	7,687	1,629	22.56
25-Jan-2019 14:00	#19EHPcong 100days away	7,713	1,399	19.29
07-Feb-2019 14:00	Join us in Nantes!	7,625	1,333	18.44
25-Feb-2019 14:00	Last days for the early bird rate for Nantes!	7,575	1,348	18.73
22-Mar-2019 14:00	Gain insight, inspiration and real solutions!	7,513	1,244	17.54
11-Apr-2019 14:00	Will you be joining us in Nantes at the #19EHPcong?	7,390	1,451	20.72

- English newsletters disseminated among EHP & DHC+ members list > 799 contacts: 1/month as from July '18.
- Email campaign through Urbanicity: 1 email

Urbanicity Email Sent out	Audience	Opened	Clicks
13 February 2019	42,864	19,353	299

Congress Website

www.ehpcongress.org

Media Positioning

a. Advertisement

10 Times – Event Directory
Published by Euroheat & Power as of 10 August 2018

https://10times.com/freelist/-ehpcong

Ammonia 21

Published by Euroheat & Power as of 08 August 2018

http://www.ammonia21.com/events/view/39th_euroheat_and_power_congress

Build up

Published by Euroheat & Power as of 10 August 2018

http://buildup.eu/en/events/39th-euroheat-power-congress

Clocate– Event Directory

Published by Euroheat & Power as of 22 November 2018

https://www.clocate.com/conference/39th-Euroheat-and-Power-Congress-2019/80934/

CPI Industry - Climate Control Middle East magazine

Published by Euroheat & Power as of 20 November 2018

http://climatecontrolme.com/2018/11/39th-euroheat-power-congress-to-be-held-from-may-6-to-8-2019-in-nantes-france/

Conference Alerts – Event Directory

Published by Euroheat & Power as of 16 August 2018

https://www.worldconferencealerts.com/ConferenceDetail.php?EVENT=WLD76667&name=%2039th_Euroheat_&_Power_Congress

Conference Management System – Event Directory

Published by Euroheat & Power as of 16 August 2018

https://www.conference-service.com/conferences/conference-search.html

Conferensum– Event Directory

Published by Euroheat & Power as of 15 August 2018

http://www.conferensum.com/Liste-Prochaines-Conferences/energies-et-matieres-premieres/generation-et-stockage-denergies/39th-euroheat-power-congress?conferenceId=44829

EnerCAL Europas Energie

Published by Euroheat & Power as of 20 November 2018

https://www.enerpedia.info/en/enercal/

Environmental-Expert.com

Published by Euroheat & Power as of 12 November 2018

https://www.environmental-expert.com/events/39th-euroheat-power-congress-22716?_ga=2.71685073.399689903.1542036227-1076514143.1542036227

EventZilla– Event Directory

Published by Euroheat & Power as of 15 August 2018

http://events.eventzilla.net/e/39th-euroheat--power-congress-2138951493

EUagenda.eu

Published by Euroheat & Power as of 15 August 2018

https://euagenda.eu/events/2019/05/06/39th-euroheat-power-congress

FORESIGHT Climate & Energy

Published by Euroheat & Power as of 15 November 2018

https://foresightdk.com/events/euroheat-power-congress-2/
and newsletter 18 dec 2018:
https://foresightclimateandenergy.cmail20.com/t/ViewEmail/r/026D5B215EFB9F8E2540EF23F30FEDED/D7D8D7221E0854DA025DA65DC0D0F53A

FuturEnergy

Published by Euroheat & Power as of 20 December 2018

https://futurenergyweb.es/agenda/

Green Match Journal

Published by Euroheat & Power as of 04 October 2018

http://www.greenjournal.co.uk/event/39th-euroheat-power-congress/

Hydrocarbons21

Published by Euroheat & Power as of 08 August 2018

http://hydrocarbons21.com/events/view/39th_euroheat_and_power_congress

La Cité

Published by Euroheat & Power as of 13 September 2018

https://lacite-nantes.fr/evenement/39th-euroheat-power-congress.html

PowerGen Advancement

Published by Euroheat & Power as of 02 November2018

http://www.powergenadvancement.com/events/39th-euroheat-power-congress/

R744

Published by Euroheat & Power as of 08 August 2018

http://www.r744.com/events/view/39th_euroheat_and_power_congress

SETIS - The European Strategic Energy Technology (SET)-Plan

Published by Euroheat & Power as of 09 November2018

https://setis.ec.europa.eu/newsroom/news/39th-euroheat-power-congress

Smartcities-infosystem

Published by Euroheat & Power as of 08 August 2018

https://www.smartcities-infosystem.eu/newsroom/events/39th-euroheat-power-congress

Smart Cities Platform

Published by Euroheat & Power as of 23 November 2018

https://eu-smartcities.eu/events/39th-euroheat-power-congress

Swisssolar

Published by Euroheat & Power as of 30 November 2018

https://www.swissolar.ch/

The energy data

Published by Euroheat & Power as of 21 December 2018

http://www.theenergydata.com/event/39th-euroheat-power-congress/?instance_id=15

Tradefest

Published by Euroheat & Power as of 14 March 2019

https://tradefest.io/en/event/39th-euroheat-and-power-congress#overview

Urbanicity

Published by Euroheat & Power as of 28 August 2018

http://www.urbanicity.org/urbanicityalerts/FullCalendar.htm

b. Members / other partner associations support

ADE

Published by Euroheat & Power as of 07 August 2018

https://www.theade.co.uk/news/events/the-6th-international-dhc-summer-school

AGFW

Published by Euroheat & Power as of 19 November 2018

https://www.agfw.de/

AIRU

Published by Euroheat & Power as of 07 August 2018

http://www.airu.it/39-congresso-di-euro-heat-power/

APUEA

Published by Euroheat & Power as of 30 August 2018

BioEnergy

Published by Euroheat & Power as of 19 December 2018 in their weekly newsletter

CEWEP

Published by Euroheat & Power as of 09 August 2018

http://www.cewep.eu/2018/06/01/a-events-article-2-2-3/

COGEN Europe

Published by Euroheat & Power as of 09 November 2018

https://www.cogeneurope.eu/events/conference/euroheat-power-congress-2019

Danskfjernvarme

Published by Euroheat & Power as of 13 February 2019

https://www.danskfjernvarme.dk/nyheder/kurser-og-arrangementer/190214-den-internationale-fjernvarmesektor-samles-i-frankrig

DBDH

Published by Euroheat & Power as of 14 August 2018

https://dbdh.dk/come-join-the-39th-euroheat-power-congress/

EAGE

Published by Euroheat & Power as of 15 May 2018

https://prod.eage.org/en/events/calendar-of-events

ECEE

Published by Euroheat & Power as of 14 August 2018

https://www.eceee.org/events/calendar/event/39th-euroheat-power-congress/

EGEC

Published by Euroheat & Power as of 20 November 2018

https://www.egec.org/events/39th-euroheat-power-congress/

EHPA

Published by Euroheat & Power as of 16 August 2018

http://www.ehpa.org/about/news/article/39th-euroheat-power-congress/

EUREC

Published by Euroheat & Power as of 18 November 2018

http://www.eurec.be/en/-calendar/2019/05/06/39th-Euroheat-Power-Congress/

FEDENE

Published by Euroheat & Power as of 09 August 2018

https://www.fedene.fr/event/congress-euroheat-power/

FÖTAV RT

Published by Euroheat & Power as of 09 August 2018

http://www.fotav.hu/tajekoztatas/hireink/kozlemenyek-hirek/hirek_2/39-euroheat-power-kongersszus-2019-ben

IDEA – International District Heating Association

Published by Euroheat & Power as of 23 October 2018

https://www.districtenergy.org/events/event-description?CalendarEventKey=837f5375-735f-4db9-a93a-6fc8bd7f499c&Home=%2fevents%2fother-events

Observatoire des réseaux de chaleur

Published by Euroheat & Power as of 20 August 2018

https://www.observatoire-des-reseaux.fr/events/euroheat-power-congress/

Tscr- Association for the District Heating of the Czech Republic

Published by Euroheat & Power as of 18 September 2018

http://www.tscr.cz/?pg=0305

UIA

Published by Euroheat & Power as of 18 September 2018

https://uia.org/s/ca/en/1300491422 & https://uia.org/other-news/30851

VGB

Published by Euroheat & Power as of 20 August 2018

https://www.vgb.org/en/other_energy_events.html

c. Relay Networks

- Committee members, exhibitor, sponsors and speakers/guests

d. Promotion at other events

- 2019 Roadmaps are ready: now what?? Exploring the realities of the heat transition, Brussels – 13 February 2019
- 2018 CELSIUS Summit: Launch of CELSIUS 2.0!, Brussels – 21 November 2018
- 2018 Global District Energy Days, Helsinki – 25-27 September 2018
- 2018 6th International DHC+ Summer School, Ljubljana – 26 August – 1 September 2018
- 2018 Digital Heat: STORM final conference, Brussels – 29 May 2018
- All EHP Working Group meetings – From June 2018 until April 2019
- All Speaking Opportunities – From June 2018 until April 2019

e. Social Networking: Twitter & LinkedIn actions

- Over 40 tweets (from Euroheat & Power account) with the hashtag #19EHPCong (between December 2018 & May 2019)
- Over 75 posts on LinkedIn (from Euroheat & Power account) regarding the congress

d. Dedicated group & page on Social Media

- EHP Congress Page: https://www.linkedin.com/showcase/ehp-congress/
- #19EHPcong Participants and Partners: https://www.linkedin.com/groups/8688279/

4. Registration & Attendance statistics

Attendance Statistics

Total number of people registered: 414 (this figure includes 52 participants from FRANCE who attended only the French Colloquia organised by FEDENE on Monday 6th of May and 7 no shows):

	39th Euroheat & Power Congress - Nantes 3 day event	38th Euroheat & Power Congress - Glasgow 3 day event	37th Euroheat & Power Congress -Tallinn 3 day event
Participants attended	355 (407 if incl. the 52 participants of the French Mtg Monday only)	305	301
Cancelled before event	6	5	19
No shows	7	13	11
Declined *(conflict of schedule)*	57	149	182

Registration by week

Statistics based on the actual number of people registered for congress activities (414)

	39th Euroheat & Power Congress - Nantes			38th Euroheat & Power Congress - Glasgow			37th Euroheat & Power Congress - Tallinn		
Months/ Weeks out	N° of Reg	Week/Month	Total pax	N° of Reg	Week/Month	Total pax	N° of Reg	Week/Month	Total pax
Onsite	8	(6)7-8 May '19	**414**	11	14-17 May '17	**318**	2	26-29 Apr'15	**312**
-1 week -	40	29 Apr-5-May '19	406	28	8-14 May '17	307	26	19-25 Apr'15	310
-2 weeks	38	22-28 Apr '19	366	50	1-7 May '17	279	25	12-18 Aprl'15	284
-3 weeks	41	15-21 Apr '19	328	28	24-30 Apr '17	229	40	5-11 Apr'15	259
-4 weeks	42	8-14 Apr '19	287	24	17-23 Apr '17	201	13	29 Mar'-4 Apr'15	219
-5 weeks	42	1-7 Apr '19	245	14	10-16 Apr '17	177	15	22-28 Mar '15	206
-6 weeks	17	25-31 Mar '19	203	10	3-9 Apr '17	163	20	15-21 Mar '15	191
-7 weeks	14	18-24 Mar '19	186	9	27Mar-2Apr '17	153	11	8-14 Mar'15	171
-8 weeks	22	11-17 Mar '19	172	3	20-26 Mar '17	144	16	1-7 Mar'15	160
-9 weeks	10	4-10 Mar '19	150	8	13-19 Mar '17	141	59	22-28 Feb '15 **Early bird Date**	**144**
-10 weeks	78	25 Feb-3Mar '19 **Early bird Date**	**140**	6	6-12 Mar '17	133	13	15-21 Feb '15	85
-11 weeks	9	18-24-Feb '19	62	42	27Feb-5Mar '17 **Early bird Date**	**127**	9	8-14 Feb '15	72
-12 weeks	31	< 18-Feb-19	53	32	20-26 Feb '17	85	12	1-7 Feb '15	63
-14-16 weeks	13	Jan-18	22	19	< 19-Feb-17	53	35	Jan-15	51
-4 months	2	Dec-18	9	15	Jan-17	34	2	Dec-14	16
-5 months	1	Nov-18	7	9	Dec-16	19	4	Nov-14	14
-6 months	4	Oct-18	6	5	Nov-16	10	4	Oct-14	10
-7 months	1	Sep-18	2	0	Oct-16	5	1	Sep-14	6
-8 months	1	Aug-18	1	0	Sep-16	5	3	Aug-14	5
-9 months	0	Jul-18	0	5	Aug-16	5	0	Jul-14	2
-10 months	0	Jun-18	0	0	Jul-16	0	1	Jun-14	2
-11 months	0	May-18	0	0	Jun-16	0	0	May-14	1
-12 months				0	May-16	0	1	Apr-14	1

Statistic based on the actual number of people registered for congress activities (414)

Registration type

Comparison to previous events:

	39th Euroheat & Power Congress - Nantes		38th Euroheat & Power Congress - Glasgow		37th Euroheat & Power Congress - Tallinn	
Reg. Type	Attended	%	Attended	%	Attended	%
Member	133	37.46%	131	42.95%	116	38.54%
Non Member	47	13.24%	47	15.41%	55	18.27%
Speaker	70	19.72%	61	20.00%	51	16.94%
EU Institution / Policy maker / IEA / City Representative	40	11.27%	11	3.61%	54	17.94%
Student	5	1.41%	10	3.28%	10	3.32%
Press	6	1.69%	5	1.64%	6	1.99%
Visitor / Exhibitor	47	13.24%	40	13.11%	category not available	
Staff attending (not ops)	7	1.97%	not counted in statistics		9	2.99%
Accompanying Person	not counted in statistics		not counted in statistics		not counted in statistics	

Statistics based on the actual number of people having attended the congress (355)

Registration by sector

	39th Euroheat & Power Congress - Nantes		38th Euroheat & Power Congress - Glasgow		37th Euroheat & Power Congress - Tallinn	
Sector	Attended	%	Attended	%	Attended	%
Utility/Operator	**95**	**26.76%**	50	16.39%	**88**	**29.24%**
Manufacturer / Equipment supply	62	17.46%	63	20.66%	40	13.29%
Association / Federation / NGO	60	16.90%	**72**	**23.61%**	55	18.27%
Consultancy - Engineering / Design / Technical Digitalisation - Software / Data Analysis / Messaging	53	14.93%	29	9.51%	25	8.31%
Academic: University / Institute /Research centre	32	9.01%	40	13.11%	19	6.31%
Regional authority / Municipal Sector: City or Country	25	7.04%	8	2.62%	27	8.97%
Advisor: Financial / Legal	10	2.82%	14	4.59%	10	3.32%
Press/Journalist	6	1.69%	4	1.31%	8	2.66%
Energy Agency	3	0.85%	10	3.28%	8	2.66%
EU institution / Ministry / Government	3	0.85%	8	2.62%	19	6.31%
Building Sector	2	0.56%	4	1.31%	2	0.66%

Statistics based on the actual number of people having attended the congress (355)

Registration by country (top 10)

	39th Euroheat & Power Congress Nantes			38th Euroheat & Power Congress Glasgow			37th Euroheat & Power Congress - Tallinn		
Total n° countries	32			26			24		
	Country	Actual	%	Country	Actual	%	Country	Actual	%
1	France	**121**	**34.08%**	United Kingdom	**100**	**32.79%**	Estonia	**55**	**18.27%**
2	Belgium	29	8.17%	Belgium	23	7.54%	Finland	28	9.30%
3	Denmark	22	6.20%	Denmark	23	7.54%	Germany	27	8.97%
4	Sweden	21	5.92%	Germany	22	7.21%	Denmark	20	6.64%
5	Germany	19	5.35%	Sweden	21	6.89%	Belgium	18	5.98%
6	Finland	15	4.23%	France	17	5.57%	Sweden	15	4.98%
7	Italy	13	3.66%	Lithuania	12	3.93%	France	14	4.65%
8	South Korea	12	3.38%	Netherlands	11	3.61%	South Korea	13	4.32%
9	Slovenia	11	3.10%	South Korea	11	3.61%	Lithuania	13	4.32%
10	United Kingdom	10	2.82%	Austria	10	3.28%	Croatia	9	2.99%
				Finland	10	3.28%			
Other*	Other	82	23.10%	Other	45	14.75%	Other	89	29.57 %

Statistics based on the actual number of people having attended the congress (355)

**Other countries present at the 39th Euroheat & Power Congress: Austria, Bulgaria, Canada, Chile, China, Croatia, Czech Republic, Estonia, Greece, Iceland, Ireland, Latvia, Lithuania, Netherlands, Norway, Poland, Qatar, Serbia, Spain, Switzerland, United Arab Emirates, USA.*

5. Programme

	Time	Monday, 6 May 2019
Monday	09:00 – 13:30	French Meeting / Colloque réseaux de chaleur et de froid (kindly organised by FEDENE)
	13:30 – 16:30	Technical Visits (kindly organised by FEDENE)
	16:30 – 17:15	EUROHEAT & POWER GENERAL ASSEMBLY (EUROHEAT & POWER MEMBERS ONLY)
	17:15 – 17:45	FIRST TIME ATTENDEES MEET EUROHEAT & POWER BOARD
	19:00 – 20:00	Welcome Reception
	>20:00	ENJOY NANTES!

	Time	Tuesday, 7 May 2019	
Tuesday	09:00 – 09:45	Welcome Coffee & Business Exchange in the Exhibition Hall	
	09:45 – 12:00	**OPENING | KEYNOTE | PANEL DEBATE**	
	12:00 – 13:30	Lunch & Business Exchange in the Exhibition Hall *BROUGHT TO YOU BY ENGIE*	
	13:30 – 14:45	SOCIETY & VISION	PANEL SESSION | BACK TO THE PRESENT: CHANGING THE FUTURE TODAY
		SIDE EVENT	#ET TALKS | ENGINEERING WORDS INTO ACTION *BROUGHT TO YOU BY DANFOSS*
	14:45 – 15:05	Coffee Break & Business Exchange in the Exhibition Hall	
	15:05 – 16:20	DISCOVERY SESSION	PITCH YOUR IDEA – TAKE A RISK – CHANGE THE WORLD
		SIDE EVENT	SMART CITY *BROUGHT TO YOU BY DALKIA*
	16:20 – 16:45	Coffee Break & Business Exchange in the Exhibition Hall	
	16:45 – 17:45	SOCIETY & VISION	PANEL SESSION | CLEAN ENERGY FOR ALL EUROPEANS - IMPLEMENTING THE PACKAGE
		STUDENT AWARDS	YOUNG DHC TEACHES OLD DOGS NEW TRICKS
	19:00 – 22:30	Evening Function	

	Time	Wednesday, 8 May 2019	
Wednesday	08:30 – 09:00	Welcome Coffee & Business Exchange in the Exhibition Hall	
	09:00 – 10:30	TECHNOLOGY & DEV	WHY WASTE HEAT?
		BUSINESS & OPS	DHC – PUTTING YOUR MONEY WHERE YOUR MOUTH IS
		SIDE EVENT	SWEDISH MODEL FOR FOSSIL FREE AND RESOURCE-EFFICIENT DISTRICT HEATING *BROUGHT TO YOU BY BUSINESS SWEDEN*
	10:30 – 11:00	Coffee Break & Business Exchange in the Exhibition Hall	
	11:00 – 12:30	TECHNOLOGY & DEV	COOL STUFF FOR ATTRACTIVE DHC
		FINAL EVENT	PLANHEAT FINAL EVENT PART I
		SOCIETY & VISION	THE WORLD IS NOT ENOUGH – BEYOND TRADITIONAL MARKETS
	12:30 – 13:30	Lunch & Business Exchange in the Exhibition Hall	
	13:30 – 15:00	BUSINESS & OPS	DHC FOR ALL – INVOLVING CITIZENS, CUSTOMERS AND CONSUMERS
		FINAL EVENT	PLANHEAT FINAL EVENT PART II
		SOCIETY & VISION	COOLING – THE OTHER SIDE OF A SHINY COIN
	15:00 – 16:00	Farewell & Business Exchange in the Exhibition Hall	

6. Sponsors and Exhibitors list

Lead Sponsors

Supporters

Promotors

Congress Function & Material
Welcome Reception: | *Graffiti Wall:* | *Water bottles:* | *Bags:*

National Partner *Media Partners*

Sponsors

Sponsors	Sponsorship Level / Item	Comment
ENGIE	**LEADER**	
DALKIA	**LEADER**	
DANFOSS	**LEADER**	
IDEX	Supporter	
Vattenfall	Supporter	
Cetetherm AB	Promotor	
Savosolar	Promotor + Conference Bags	
Veolia SA-NV	Promotor	
Vexve Oy	Promotor	
FORTUM	Graffiti Wall	
Nantes Métropole	Monday – Welcome Reception	
Logstor	Refillable Water Bottles	

Exhibitors

Exhibitor	Item	Comment
#19GDECA & #19SDEC Promotion - Iceland	Pod Station	-barter deal-
ABB	Space Only - 9m²	
Armstrong Fluid Technology	Meeting Point	
Business Sweden	Space Only - 36m²	
Cetetherm	Shell Scheme - 12m²	Incl. in sponsorship
CNIM	Shell Scheme - 9m²	
Comsof NV	DHC+ Pavilion	
Dalkia	Space Only - 24m²	Incl. in sponsorship
Danfoss A/S	Space Only - 45m²	Incl. in sponsorship (24m²)
Dcbrain	Meeting	
Dow Chemical	Shell Scheme - 9m²	
Eggersmann Gruppe GmbH & Co. KG	Shell Scheme - 9m²	
EnergyVille	DHC+ Pavilion	
Engie	Space Only - 24m²	Incl. in sponsorship
Fedene	Shell Scheme - 9m²	
Fortum	Space Only	Incl. in sponsorship
IDEX	Pod Station & campfire	Incl. in sponsorship
IEA DHC / CHP network	DHC+ Pavilion	
Kamstrup A/S	Shell Scheme - 12m²	
Kyotherm	Shell Scheme - 12m²	
LOGSTOR A/S	Meeting Point	
NODA Intelligent Systems AB	DHC+ Pavilion	
Savosolar	Shell Scheme - 12m²	Incl. in sponsorship
SWEP	Pod Station	
Vattenfall Wärme Berlin AG	Pod Station & campfire	Incl. in sponsorship
Veolia Mobile Water Services	Shell Scheme - 9m²	
Veolia	Shell Scheme - 9m²	Incl. in sponsorship
Vexve Oy	Shell Scheme - 12m²	Incl. in sponsorship
Wideco Sweden AB	Meeting Point	

Number	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Exhibitors	29	27	15
m² (net)	353	265	90

Media Table – Info Stand	Item	Comment
Euroheat & Power material	Membership forms, annual reports etc.	
EuroHeat & Power	Magazine	
FuturEnergy	Journal	
Foresight Climate & Energy	Magazine	
Global Solar Thermal Energy Council	Magazine	
GreenJournal	Journal	
The Energy Data	Magazine	

7. Evaluation questionnaire results

A post-congress evaluation questionnaire was submitted to participants in order to gather their impressions about the event in view to improving future events.

	39th Euroheat & Power Congress Nantes	38th Euroheat & Power Congress Glasgow	37th Euroheat & Power Congress Tallinn	36th Euroheat & Power Congress - Vienna	35th Euroheat & Power Congress - Paris
Surveys completed	**111**	122	131	90	45
Survey response rate	31.27%	40.00%	43.52%	39.82%	16.07%

The results of the completed questionnaire are available on the next pages.

Overall Impression

1. Please indicate your overall satisfaction with this Congress and services provided:
   a. Congress content (theme, programme)

Answer possibilities: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied, Not attended/used

Comments (3)	
Positive:	More & more open vision wider than a pure family meeting Well organized, good topics, nice city and venue, very good food.
Negative:	Not enough interesting the speeches on May 7th, very poor agenda and contents on May 8th (Holiday FR)

Answer Possibilities	39th Euroheat & Power Congress Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Very Satisfied	50.46%	36.07%	35.88%
Satisfied	40.54%	59.02%	59.54%
Dissatisfied	3.60%	0.82%	3.05%
Very Dissatisfied	0.00%	0.82%	0.76%
Not attended / used	4.50%	3.28%	0.76%
No Response	0.90%	0.00%	0.00%

b. Registration Process (Online, CVENT)

Answer possibilities: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied, Not attended/used

Comment (1)	
+/-:	Satisfied, ...but to be simplified

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Very Satisfied	41.44%	47.54%	65.65%
Satisfied	51.35%	45.90%	29.77%
Dissatisfied	5.41%	3.28%	3.82%
Very Dissatisfied	0.00%	0.00%	0.00%
Not attended / used	0.90%	3.28%	0.76%
No Response	0.90%	0.00%	0.00%

c. Congress Venue (La Cité de Nantes)

Answer possibilities: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied, Not attended/used

Comments (3)	
Negative:	Indoor climate could be improved
	Poor air quality/ventilation in exhibition area and rooms
	Very poor WIFI

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Very Satisfied	63.97%	41.80%	47.33%
Satisfied	32.43%	55.74%	48.86%
Dissatisfied	1.80%	1.64%	3.05%
Very Dissatisfied	0.00%	0.00%	0.00%
Not attended / used	0.00%	0.00%	0.76%
No Response	1.80%	0.82%	0.00%

d. Catering (Food & Beverage - Ruffault)

Answer possibilities: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied, Not attended/used

Comments (4)	
Positive:	Amazing food and drinks!
	Impressive!
Negative:	Only cocktail food for dinner was not what I expected, even if all the food was well prepared.
	Not enough food on networking evening

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Very Satisfied	48.65%	31.97%	46.56%
Satisfied	43.24%	57.38%	50.38%
Dissatisfied	5.41%	7.38%	1.53%
Very Dissatisfied	0.00%	1.64%	0.00%
Not attended / used	0.90%	0.00%	1.53%
No Response	1.80%	1.64%	0.00%

e. Welcome Reception on Monday (Nantes Métropole)

Answer possibilities: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied, Not attended/used

Comments (2)	
Negative:	1 hour was pretty short time for get-together
	Maybe I came too early, but a few person were present, there were nothing to drink, ...

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Very Satisfied	24.32%	27.87%	34.35%
Satisfied	33.33%	15.57%	22.90%
Dissatisfied	4.50%	0.82%	2.29%
Very Dissatisfied	0.00%	0.00%	0.00%
Not attended / used	36.95%	54.10%	38.93%
No Response	0.90%	1.64%	1.53%

f. Evening Function on Tuesday (Les Machines de l'Île)

Answer possibilities: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied, Not attended/used

Comments (5)	
Positive:	Excellent! | Excellent place, funny idea
	The Machines are so amazing and the live group so great !
Negative:	Very Satisfied, But lack of information about the program and bus-transport back to the congress center
	Satisfied, A bit of clarification of the schedules for the event would have been needed.

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Very Satisfied	59.46%	54.92%	71.76%
Satisfied	15.32%	23.77%	20.61%
Dissatisfied	1.80%	1.64%	0.00%
Very Dissatisfied	0.00%	0.00%	0.00%
Not attended / used	21.62%	17.21%	6.87%
No Response	1.80%	2.46%	0.76%

g. Supplier: Slide Center / Speaker's Preview Room (OSS)

Answer possibilities: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied, Not attended/used

Comments (2)	
Positive:	Great response time, very professional
Negative:	Dissatisfied, Need a printer

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Very Satisfied	35.14%	11.48%	30.53%
Satisfied	27.93%	24.59%	29.77%
Dissatisfied	0.90%	1.64%	0.76%
Very Dissatisfied	0.00%	0.00%	0.00%
Did Not Attend	32.43%	56.56%	35.11%
No Response	3.60%	5.74%	3.82%

h. Technical Visit on Monday afternoon (brought to you by FEDENE)

Answer possibilities: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied, Not attended/used

Comments (2)	
Negative:	Satisfied, Only in French, ok for me, but ...
	Satisfied, Logistics could have been more efficient, and a little more background on the financing side.

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Very Satisfied	12.61%	2.46%	16.03%
Satisfied	10.81%	13.11%	12.98%
Dissatisfied	0.00%	3.28%	0.00%
Very Dissatisfied	0.90%	0.82%	0.00%
Did Not Attend	71.17%	74.59%	63.36%
No Response	4.50%	5.74%	7.63%

2. Please tell us how much you agree or disagree with the following statements:

a. The congress was well organised

Answer possibilities: Strongly Agree, Agree, Disagree, Strongly Disagree

Comments (1)	
+/-:	Agree, public holiday 8th may

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Strongly Agree	77.48%	69.67%	70.99%
Agree	19.82%	27.87%	29.01%
Disagree	1.80%	0.82%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%
No Response	0.90%	1.64%	0.00%

b. The congress staff was helpful and kind

Answer possibilities: Strongly Agree, Agree, Disagree, Strongly Disagree

Comment(1)	
Positive:	Lots of staff around which was great

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Strongly Agree	86.49%	77.05%	83.97%
Agree	13.51%	21.31%	16.03%
Disagree	0.00%	0.00%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%
No Response	0.00%	1.64%	0.00%

c. The congress information (web, programme, exhibition guide etc.) provided was good

Answer possibilities: Strongly Agree, Agree, Disagree, Strongly Disagree

Comments (3)	
Positive:	I liked that there was not lots of printed material given, the small printed program was great
Negative:	A bit complicated to get the full overview
	Some side events were announced later than registration

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Strongly Agree	72.07%	59.02%	57.81%
Agree	26.13%	35.25%	42.19%
Disagree	1.80%	4.10%	0.00%
Strongly Disagree	0.00%	0.00%	0.00%
No Response	0.00%	1.64%	0.00%

Participants Preferences

3. What did you like most about the event?

Open ended question

Answers	Comments
Content 37.25%	Perfect organisation, energizing key note speakers, content wise very interesting presentations
	The atmosphere and willingness to discuss and learn/teach
	Opening session with Patrick Dixon, Paul Voss and vice mayor of Nantes | Opening speech
	In general the presentations and discussions were about the overall ideas, benefits and challenges for DH/DC and minimum of technical details.
	The progress into opener vision
	Conference and exhibition | Content and venue
	Variety of subjects | The contents | Provided information
	Possibilities for communication, overview of developments
	Keynote | Speakers | Quality of speakers | Speakers list and topics
	Presentations from a variety of all very competent people
	Lots of options to attend different sessions of ones personal interest.
	Focus and food
Networking 25.49%	Networking opportunities (6) | Networking (especially at Les Machines de l'Ile)
	Wide spectrum of participants
	Standard of the visitors were very professional
	Impressive attendance list / high level of discussions
	The contacts, the networking with peers in Europe in the same business
	The passionate attendees and organisers
	The networking opportunities throughout the congress.
Networking / Content 17.73%	Opportunity to meet many people in DH business and to compare with the latest achievements and problems in the field of DH
	1) to have a communication with all 2) all people were very friendly 3) Professional opinions 4) focus on solutions for the sustainable development of the district energy
	Rich variety of business aspects and in the energy branch. The more different nationalities, the better
	The gender diversity focus of the program - it was fantastic. Also the networking dinner was perfect in terms of mingling and activities provided :) and venue of course amazing.
	Meeting people and good topics | Contacts and sharing information
	The content of all presentations and the networking
	Networking and the ability to learn new technologies in the savings of the district heating
	Networking and excellent level of plenary and round table speakers
Organisation 13.73%	Organisation, place and atmosphere
	Gender balance, location was great, space to plug in and sit & send emails when needed was great. I liked the no plastics like cups and the leftover food went to charity :)
	Location, entertaining program, catering | Location
	Modern format, great atmosphere created
	Tuesday's evening function
Atmosphere 5.88%	Great and positive atmosphere
	Venue, topics, rhythm
	Very good content , good structure , friendly interactive environment

4. What did you like least about the event?

Open ended question

Answers	Comments
Programme 38.00%	A lot of parallel activities so I did not achieve everything I wanted to hear. | Missing a chance to attend parallel sessions | I could not attend all sessions | Scheduling conflicts (there are so many interesting topics)
	Content of speech | Content | Too much well known general information | The contents of the speeches and of the agenda in general | Not all conference sessions were that relevant for me.
	Pitch your idea
	Questions in the rooms after speakers' sessions were not well or not managed: need to have microphones and persons in the row who give the microphones to the persons asking questions
	Not enough interaction between the speakers gathered on a topic
	Some panel discussions spent too much time on presentations by participants / Some moderators could have asked more challenging questions
	The speeches in the first panel debate were too long, 4 min each is enough. The participants all agree, no tension and therefore less interesting. Not sure it is a good idea to invite all sponsors to the panel debate
	I would like to see some more debates and contrary opinions from speakers who, for example, believe that heating will be solved through building efficiency alone or don't consider solar thermal viable
	Better program description for the speakers
	Renewables and decarbonization of DH not properly addressed
Venue/ Destination 16.00%	Air quality / ventilation in venue | It was too hot inside | Ventilation in some conference room was poor
	Wi-Fi at venue | The Wi-Fi ;-)
	A few times I had to make hard choices of what to attend :-) Also: Working as media it's a real issue with such poor Wi-Fi-connection from the facilities.
	Accessibility of Nantes, meaning 8-9 hours to travel there | Delays in flights on my way back from congress :-)
Organisation 14.00%	The fact that the third day was a day off in France, which led to a desertification and difficulties to reach the congress centre.| The last day was a french bank holiday | 08th of May as a french guy...
	Too much in a too short time: the time to network was a little bit limited
	Would be better to have three days of conference to attend as much sessions as possible.
	Lack of information on how the Tuesday evening dinner was planned. No menu, no instructions or timetable for dinner event was presented.
	More networking events might be more welcome from the attendees
Positive 10.00%	Nothing (4) | Everything was good
Catering 6.00%	The finger food meant I didn't get anything substantial to eat during the day & I felt hungry & tired at end of the day.
	The small coffee cups | The coffee
Registration / Website 4.00%	Online website
	Registration process
Technical Visits 4.00%	Do not notify about technical visit at all and at the moment I notice, it was ended
	Limited possibilities for technical visits
Fees 4.00%	Congress fee | Cost
Participants 4.00%	Few participants, where are the cities?
	Lack of clients

New ideas & concepts

5. For each new congress we challenge ourselves we challenge ourselves and bring in new ideas and concepts - Did you use / see the activities:
   a. *Pre congress quiz: Aiming to facilitate the selection of sessions?*

   Answer possibilities: Yes, No

Comment(1)
Reduced number of parallel sessions would provide more possibilities to attend them.

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Yes	33.34%	No data	No data
No	63.06%		
No Response	3.60%		

   b. *The sustainable actions during the congress: Catering "No Food Waste", "I'm local", refillable water bottles etc.*

   Answer possibilities: Yes, No

Comments (2)	
Positive:	Brilliant!
	Fantastic! Much appreciated

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Yes	84.69%	No data	No data
No	11.71%		
No Response	3.60%		

   c. *The Graffiti wall: Engagement and entertainment*

   Answer possibilities: Yes, No

Comment (1)

Should have had a more visual position. Maybe right of the escalators.

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Yes	47.75%	No data	No data
No	48.65%		
No Response	3.60%		

Exhibition

6. Please inform us about your appreciation concerning the exhibition, by selecting how much you agree or disagree with the following statements concerning the exhibition:

   a. *The variety of products and services exhibited was good*

   Answer possibilities: Strongly Agree, Agree, Disagree, Strongly Disagree

Comment(1)

Participation by investment providers and integration of DHC systems

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Strongly Agree	32.43%	12.30%	16.03%
Agree	58.57%	68.85%	62.60%
Disagree	4.50%	8.20%	15.27%
Strongly Disagree	0.00%	0.82%	0.76%
No Response	4.50%	9.84%	5.34%

   b. *It is essential to collect the latest information (compare products etc. in person)*

   Answer possibilities: Strongly Agree, Agree, Disagree, Strongly Disagree

Comments (3)

Especially digital solutions

Not essential / No use for me

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Strongly Agree	31.53%	16.39%	29.77%
Agree	56.76%	63.93%	54.96%
Disagree	5.40%	10.66%	7.63%
Strongly Disagree	0.90%	0.00%	0.76%
No Response	5.41%	9.02%	6.87%

c. *It helps to better understand the industry / sector*

Answer possibilities: Strongly Agree, Agree, Disagree, Strongly Disagree

Comments (2)
Yes for digital solutions
Probably

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Strongly Agree	49.55%	31.97%	32.06%
Agree	44.14%	53.28%	53.44%
Disagree	0.90%	5.74%	7.63%
Strongly Disagree	0.00%	0.00%	0.76%
No Response	5.41%	9.02%	6.11%

d. *It is an important source of products and an opportunity to potentially buy them*

Answer possibilities: Strongly Agree, Agree, Disagree, Strongly Disagree

Comments (3)
Not really something I would do
As participant from Industry I cannot answer
No idea

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Strongly Agree	21.62%	5.74%	16.03%
Agree	51.35%	54.92%	46.56%
Disagree	18.02%	22.13%	22.90%
Strongly Disagree	1.80%	3.28%	5.34%
No Response	7.21%	13.93%	9.16%

e. EHP events will continue to be a critical part of B2B over the next five years

Answer possibilities: Strongly Agree, Agree, Disagree, Strongly Disagree

Comments (2)
No - only few of the decision makers for our products are involved in EHP events
No idea

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Strongly Agree	36.93%	20.49%	22.90%
Agree	46.85%	58.20%	58.02%
Disagree	8.11%	9.84%	6.87%
Strongly Disagree	0.00%	0.82%	0.76%
No Response	8.11%	10.66%	11.45%

Congress Programme

The next questions relate to the educational content of the congress and the participant's level of satisfaction

7. On a scale from 1 to 5 (5 being the best), please rate the educational content of this event

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
5	28.57%	0.91%	26.72%
4	**45.45%**	18.18%	**37.40%**
3	11.69%	4.55%	14.50%
2	1.30%	0.00%	6.11%
1	0.00%	0.00%	1.53%
No Response	12.99%	**76.36%**	13.74%

8. Choose your favourite session (up to three)

Session	Percentage
Tue 09.45–10.45 New Perspectives! Welcome and Opening of the congress	**16.43%**
Tue 13.30–14.45 Back to the Present: Changing the Future Today	**12.86%**
Tue 16.45–17.45 Clean Energy for all Europeans – Implementing the Package	**7.86%**

Tue 10.45–12.00 Panel: Entering the Time Machine: A Glimpse of our Future	7.14%
Wed 09.00–10.30 Why Waste Heat?	7.14%
Wed 13.30–15.00 Cooling – The Other Side of a Shiny Coin	7.14%
Wed 11.00–12.30 The World is not Enough - Beyond Traditional Markets	5.71%
Wed 11.00–15.00 Side Event | PLANHEAT - Final Event	5.71%
Wed 13.30–15.00 DHC for All – Involving Citizens, Customers and Consumers	5.71%
Wed 09.00–10.30 DHC – Putting your Money where your Mouth is	4.29%
Tue 13.30–14.45 Side Event by Danfoss #ET talks | Engineering words into action	4.29%
Tue 15.05–16.20 Pitch your Idea – Take a Risk – Change the World	3.57%
Tue 15.05–16.20 Side Event by Dalkia | Smart City	2.86%
Tue 16.45–17.45 Young DHC Teaches Old Dogs New Tricks	2.86%
Wed 11.00–12.30 Cool Stuff for Attractive DHC	2.86%
Wed 09.00–10.30 Side Event by Business Sweden | Swedish model for fossil free and resource-efficient district heating	2.14%
Mon 09.00-12.00 French Meeting - Colloque Français	1.43%

9. What kind of sessions/topics would you like to see included at future EHP events?

Answers	Comments
Specific topic	Low temperature district heating, decarbonisation
	RES & decarbonization
	No fuel heating
	More about Solar District Heating
	Future District cooling at various circumstance
	Microgrids (ie inclusion of heat and electricity distribution at local scales)
	Continue digging Waste Heat recovery
	Finnish DHC was not well represented, I would like to see more of Finnish projects, products and innovations.
	Geothermal
	Important topic could be electrical energy markets/ exchange Example: intraday el. energy trading across Europe's energy exchange- examples, trends, challenges (if there was such topic, I've missed it)"
	How to make DHC as solution of the energy transition better known in public
Format / Content	Addition of an additional track in the conference sessions: planning of DHC networks
	More research-oriented | Separate session for research projects
	More session like ET Talks
	More discussions from areas with down to earth issues and contrary opinions to spark a productive debate and avoid 'preaching to the choir'
	Cannot think of any further improvements - basically 'just' more of similar content as in Nantes and Helsinki last year
Case studies	More Cross functional cases which contribute to sdgs, circular economy, sustainable future Energy, water, waste management, transports, infrastructure etc
	More from customers themselves - either local authorities or housing groups who have contracted DH schemes - straight from the houses mouth rather than just from the service/product providers Customers stories, cases
	Focus on developing DHC utilities in cities with little or no experience and a little less on the cities where it is well established.
	More cases of cities and how they implement their Energy Strategies (more specific).
Legal / Regulation	High level local politicians - what are their considerations and why do they not just get started with implementation of DH/DC.
	National policies regarding DH and DC. Regulation and pricing where it is relevant.
	European Policy about financing & subsidies. Power to gas European roadmap

	The role of local governments in creating district heating policies
Technology / Technical	Techno-commercial sessions | Cool technical solutions
	New technologies to tackle climate change
	Maybe some sessions more specific about technical issues during the implementation of a network (lack of insulation, temperature level, etc.)
Digitalisation	Digitalisation (2)
	Digitalisation, integration of customer
Technical Visits	More field trips

10. Whom do you recall being the best speakers/presenters?

Open question / in alphabetical order by last name when receiving the same counts.

Patrick Dixon (18); Julie Laernoes (6); Paul Voss (3)

Peter Garforth, Donna Gartland, Carole Le Gall, Florence Ranson, Gudrun Senk, Markus Witt **(2)**

Sydney Bernard, Johan DeCuyper, Marc Delaye, Anastasia Gkika, Gebrail Greg, Bertrand Guillemot, Monika Kuusela, Henrique Lagoeiro, Sofia Lettenbichler, Dominika Moczko, Philippa Nuttall Jones **(1)**

Concluding questions

11. How did you hear or learn about this event?

Answer Possibility	39th Euroheat & Power Congress - Nantes		38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Euroheat & Power: Email / Newsletter	**24.42%**	*50.58%*	56.78%	54.48%
DHC+ Newsletter	8.72%			
Direct (e-) mailing	**17.44%**			
Referral / colleague	**23.26%**		28.81%	30.34%
Congress Website	13.37%		8.47%	8.97%
LinkedIn	6.40%		Not available	Not available
Twitter	0.58%		Not available	Not available
Sales call	0.00%		0.00%	0.69%
Advert in a magazine	1.16%		1.69%	1.38%
Flyer / Postcard	Not done		0.85%	0.69%
Other	4.65%		3.39%	3.45%
	Description: Energy Cities (1), FEDENE (4), IEA DHC (2), ReUseHeat Event (1)		*Description: ADE (1), EU Commission (1), Invited as speaker (1), DHC+ (1)*	*Description: UNEP (2), Covenant of Mayors (1), DHC+ (1), IEA DHC (1)*

12. Please specify the main reason for attending this event

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Networking	**35.14%**	43.44%	47.33%
Content, programme sessions	**35.14%**	17.21%	18.32%
Personal growth & development	**12.61%**	13.11%	16.03%
Speakers incl. if you were a speaker yourself	8.11%	12.30%	11.45%
The Exhibition incl. if you were an exhibitor yourself	6.31%	Not available	Not available

Other	2.70%	4.92%	1.53%
	Description: IEA-DHC ExCo-Meeting (3)	*Description: Board member (1), Brand Awareness (1), Education, Friendship (1), Own side event (1), Workshop (1)*	*Description: Growing awareness of our company for the EHP and industry (1), help in policy making (including it in NEEAP) (1)*
Press	No longer available	0.82%	1.53%
No Response	0.00%	8.20%	3.82%

13. Were you active and/or used #19EHPCong on social media (e.g.LinkedIn, Twitter) for this event (prior and onsite)?

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Yes on LinkedIn	40.00%	31.97%	13.74%
Yes on Twitter	15.00%		
Not at all	40.00%	54.92%	82.44%
Other	1.67%	3.28%	2.29%
	Description: Internal media (1), Email (1)	*Description: Checked it out but didn't pose a question (1), I didn't see many comments on Twitter (1), I tried to, but I am no fan of this because I cannot focus on a presentation while typing questions on my phone (1), personal contact (1)*	*Description: Facebook and social cast (1)*
No Response	3.33%	9.84%	1.53%

14. Please let us know if Euroheat & Power should do more social media activities. If yes, what would you like to see in the future and on which channel?

Answers:	
The activity is satisfying	2
Youtube	1
Facebook	2
Instagram with pictures	1
More LinkedIn	2
More Twitter	2
Twitter Wall onsite	1
Other ideas: - Introducing new members - I would like the employees to be more active. People trend to rather follow people .... and be interested in their Reflections and views - Highlight more exemplary use cases on social networks such as LinkedIn with the ambition to be the main news channel for district energy topics	3

15. Do you plan on attending the next event?

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Yes	83.78%	78.69%	86.26%
No	9.01%	9.02%	7.63%
No Response	7.21%	12.30%	6.11%

16. Are you a member of Euroheat & Power?

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Yes	46.85%	45.08%	47.33%
No	50.45%	45.08%	50.38%
No Response	2.70%	9.84%	2.29%

If not, would you be interested in receiving further information related to Euroheat & Power activities and membership?

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn
Yes	39.29%	29.09%	14.06%
No	28.57%	58.18%	17.19%
No Response	32.14%	12.73%	68.75%

17. About Nantes the city of the #19EHPcong

a. *Did you extend your stay in Nantes or Loire-Atlantique Department pre or post congress?*

Answer Possibility	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow
Yes	40.54%	29.51%
No	54.05%	61.48%
No Response	5.41%	9.02%

b. *Did you see the offers and discounts provided by Nantes' partners, hotels, restaurants etc.*

Answer Possibility	39th Euroheat & Power Congress - Nantes
Yes	53.15%
No	41.44%
No Response	5.41%

c. *Did you enjoy the above-mentioned offers / discounts?*

Answer Possibility	39th Euroheat & Power Congress - Nantes
Yes	19.82%
No	70.27%
No Response	9.91%

18. How would you describe your stay, experience, impression of Nantes, Loire-Atlantique?

Answer Possibility	39th Euroheat & Power Congress - Nantes
Much better than expected	27.03%
Better than expected	36.94%
As expected	27.93%
Worse than expected	0.90%
Much worse than expected	0.00%
No Response	7.21%

19. Please list any additional comments you have.

Answers	Comments
Organisation 7 46.67%	For future congresses: Please have the local partner (*in this case the French organization*) make more publicity that the local programme (*in this case in French on Monday AM*) makes also English translation facilities available. The concept to incorporate the father of science fiction, Jules Verne, into the innovation vision of DHC during the event was an absolute plus!
	I was delighted to get to see the Les Machines de l'Île while at the conference dinner, as I couldn't have fit it in otherwise :) I also liked the signposted art/architecture around the city, very cool. Well done to all staff at EHP for organising the event, it was really well organised and I particularly appreciated the sustainability aspects and the gender diversity of the panels of speakers.
	During networking, many unknown people meet and it is difficult to establish new contacts (*as usual in such events*). I would be happy to see some activities at the beginning of the networking event that will help people talk to each other (*for example, some bellwether who try to find and connect people from industry and customer side*)
	The 3d congress day was a day off in France. I can't figure out how the EHP neglected to take this into account.
	The EHP team is great, helpful and efficient
	Big compliments for the Conference!
	Nice touch with Jules Verne. :-)
Content 6 40.00%	For future event, can we propose some topics to be addressed ? | How can I get the opportunity to speak at the conference next time?
	Sponsors are important, but spread them on different sessions
	There are slightly different priorities and trends in old countries members of EU comparing to East and Central Europe. Would be interesting to compare developments of DH in post plan economies. State policies and regulation is very important issue there. Certain session for such analysis could be set. This is huge market for manufacturers and investors as well.
	I am a leader of companies group of small business in the Czech Republic and in Russia related to the management improvement of energy systems in municipalities and enterprises and have a different partners in the area of district heating. I was interested to see directions and examples of sustainable development of district heating and the use of digital technologies and artificial intelligence in the management and control from the point of view of my business projects. It seems to me that could be a platform to discuss the possibilities of digital technology and artificial intelligence in management and control systems of district heating systems and as embedded development PLANHEAT, STORM and other projects at specific companies and municipalities. May be need to somehow combine efforts to advance and further development of these projects, including in the framework of the EUROHEAT & POWER
	As I have already published on LinkedIn - it has been a Great event ! Thank you for the brilliant organisation and more than interesting animation. Doing all possible for the Energy Transition to Low even Zero Greenhouse gases Urban Areas and mainly using the existing tools as the 4th generation(soon the 5th one) of DHN and DCN, the Waste Energy Recovery , Waste Vaporization to HE CHP or/and Biogas, Smart Integrated Grids Management , all RES as a primary energy serving DN, Solar GHN, there are still believes for some future innovations as CO2 capture and transmission to CH4, est. Implementation of last 2 EUD (2018) will be a kind of booster to this direction, in spate of all required investments. That will encourage the Operators 'to be useful' and Cities ' to be more responsible ' and to create the breaches and the final client / user who should be respected but who should be trained to more sensible to the Nature and to be smart in its energy consumption. Working and living in EU (France) I couldn't leaving the historical facts of the last 14 years from the last 2 members: Bulgaria and Romania. Under lobbying and wrong political relations (*taken under ' emotions ' and pressure*) the measuring, allocation and monthly reading and invoicing have been implemented, without any preparation and communication and one collective service has been transformed to the personal one. That together with energy poverty have generated dramatic and sustainable disconnecting of buildings and final users and closing of DHN Companies. Please do not make the same mistakes. I strongly believe that EU Countries will do all transformations in the clever way, learning of some small mistakes.
Location 1 | 6.67%	Great to have running routes.
Fee 1 6.67%	The fee for participation is rather high and for sure make some potential and interesting participants stay away. This might also include some of our direct customers why our presence as exhibitor is limited to be at a meeting-point.

20. Complete the following sentence: The 39th Euroheat & Power Congress was …

Answers	Count	Comments
General 38 49.35%	18	Great (5) | cool (2) | excellent | awesome | nice | amazing | optimistic | brilliant | very good! | great experience | a great discovery | memorable | absolutely fine
	3	my best event in 2019 so far! | Great and absolutely worth it! | a new and hopefully an ongoing experience
	2	pro and high quality | an exciting, inspiring and enlightening event
	2	a great learning and networking experience | a pleasure to attend
	2	a good beginning for ABB as a member. | my first, but not my last EHP event!
	2	A great experience to expand my horizons | indeed worth my time and focus
	2	a good focused event, could probably be bigger, food was amazing | better than last time
	1	the best Congress I ever attended (4 years), and a great success in my eyes
	1	a great event and the event of reference for the global District Energy Community
	1	Great congress in a great city, both of them are preparing a great future
	1	very comfortable, interesting, informative and useful for my business. Thank you very much to all!
	1	again the must be place to be this year for the European District Heating and Cooling community.
	1	well organized, interesting speakers and with the positive and recognized message that DH/DC IS part of the climate solution.
	1	extraordinary event that connect experts in District Heating and Cooling industry and provide relevant content for future development of this area.
Content 24 31.17%	5	inspirational | inspiring | interesting | very interesting | enlightening
	3	Motivating and thought provoking. | Inspiring and gave me lots of new insights | motivating to continue work on sustainable DHC
	2	a very good meeting with Energy experts | a great event with interesting topics & people
	2	an opportunity for a personal growth | nice and provided valuable insights
	2	Good and informative event for a first timer | my first speaker experience!
	1	an interesting snapshot on the state of one of the most important potential contributors to climate change mitigation.
	1	showing the branch as an active driver of the energy transition
	1	a good occasion to learn more about district heating and do networking
	1	a great opportunity to get acquainted with new trends and technologies and networking
	1	event where interesting information was combined with pleasant communication.
	1	the place to be to shape the future of district energy
	1	a nice overview of the European DHC industry.
	1	interesting and gave me knowledge about district heating around Europe
	1	a fantastic opportunity to learn more about DHN and their stakes and challenges.
	1	a professional and entertaining congress, with a lot of interesting speakers. Thank you!
Networking 10 12.99%	3	A great opportunity to establish new and confirm existing contacts | surprisingly good for obtaining new contacts | very interesting for our company, product supplier
	3	a great moment gathering all the professionals from the industry | great event for industry professionals as usually | good meeting colleagues of the same bread
	2	an incredible couple of days with many interesting people and an excellent way to take part in the European development in DHC! | a great come-together of the DHC industry for networking, inspiration and business.
	1	a good mixture of events, an opportunity to meet important people
	1	it was a great event, which enabled me to get to know a lot of colleagues and improve my knowledge in the field of district heating
Organisation 5 6.49%	3	a perfectly organized event with very rich contents | a relevant and well-organized congress | really well prepared and informative
	1	well organised and offered good opportunities for networking.
	1	very well organized

8. Fee Overview and Comparison

Participant Fee	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn	36th Euroheat & Power Congress - Vienna
	€ excl. VAT	£ excl. VAT	€ excl. VAT	€ excl. VAT
Member	EHP/DHC/FEDENE	EHP/DHC/ADE/SR&SDI favourable exchange rate	EHP/DHC/EPHA	EHP/DHC/FGW
Early Bird	795.00€	645.00£ / ± 734.00€	800.00€	850.00€ 765.00€ (-10% FGW pax)
Standard	895.00€	695.00£ / ± 791.00€	850.00€	950.00€ 855.00€ (-10% FGW pax)
Onsite	995.00€	775.00£ / ± 882.00€	950.00€	1,000.00€
Non-Member				
Early Bird	1,095.00€	895.00£ / ± 1,019.00€	1,150.00€	1,150.00€
Standard	1,195.00€	945.00£ / ± 1,076.00€	1,200.00€	1,250.00€
Onsite	1,295.00€	1,045.00£ / ±1,190.00€	1,300.00€	1,300.00€
Students				
Early	150.00€	125.00£ / ± 142.00€	150.00€	150.00€
Standard	200.00€	175.00£ / ± 199.00€	200.00€	200.00€
Onsite	275.00€	225.00£ / ± 256.00€	250.00€	200.00€

Exhibition Fee	39th Euroheat & Power Congress - Nantes	38th Euroheat & Power Congress - Glasgow	37th Euroheat & Power Congress - Tallinn	36th Euroheat & Power Congress - Vienna
	€ excl. VAT	€ excl. VAT	€ excl. VAT	€ excl. VAT
Exhibition Stand – Shell Scheme				
Member	375.00€ / m²	375.00€ / m²	4,950.00€ (9m²) 3,300.00€ (6m²) = 550.00€ / m²	5,400.00€ (9m² stand) 3,600.00€ (6m² stand) (- 10% for FGWexpo)– = 600.00€ / m²
Non- Member	500.00€ / m²	500.00€ / m²	6,300.00€ (9m²) 4,200.00€ (6m²) = 700.00€ / m²	6,300.00€ (9m² stand) 4,200.00€ (6m² stand) = 700.00€ / m²
Exhibition Stand – Stand Only				
Member	225.00€ / m²	225.00€ / m²	Not available	Not available
Non- Member	350.00€ / m²	350.00€ / m²		
Meeting Points				
Member	2,450.00€	2,950.00€	2,950.00€	3,000.00€ (- 10% for FGW exhibitor – used by one exhibitor)
Non- Member	3,450.00€	3,950.00€	3,500.00€	3,500.00€
Pod Station				
Member	3,250.00€	2,950.00€	Not available	Not available
Non- Member	4,250.00€	3,950.00€		
Pavilion (DHC+ Pavilion)				
Member	2,950.00€	2,950.00€	Not available	Not available
Non- Member	Not available	3,950.00€		

9. Miscellaneous & Photos

Welcome Reception (Monday evening)

153 participants were present during the Welcome Reception in Nantes Metropole

Nantes Metropole

Congress delegates, members and friends of Euroheat & Power were invited to attend an informal gathering. The event took place on the evening of Monday 6 May 2019 in Nantes Metropole and was kindly offered by the city.

Participants applauding Julie Laernoes' speech

Participants networking at the event

Participants enjoying welcome drinks & finger food

Jules Verne welcoming the delegates

Congress Photos – 07-08 May 2019

La Cité

Jules Verne Performance @ Opening Session - Tuesday

Vice-President of Nantes Metropole – Julie Laernos @ Opening Session - Tuesday

Exhibition @ Tuesday

Speakers @ Entering the Time Machine: A Glimpse of our Future - Tuesday

Participants @ Coffee Break - Tuesday

Winners @ International DHC+ Student Awards - Tuesday

Pannel Debate @ Session – Society & Vision - Tuesday

Parallel Session
@ Session- Technology & Development - Wednesday

EHP members at exhibitors' stand - Wednesday

Pitching Session - Tuesday

Participants @ Coffee Break - Wednesday

President Werner Lutsch @ Closing Ceremony - Wednesday

Evening event (Tuesday evening)

232 participants were present the Evening Event on Tuesday at Les Machines de l'Île

Les Machines de l'Île

Congress participants were invited to attend the evening function at Les Machines de l'Île, one of the most exciting places in Nantes. Participants were able to enjoy a tour of the gallery and live music.

Welcome to the venue by Werner Lutsch

Participants @ Visit of the Gallery

Buffet Food @ Les Machines - Market Stand, Local products

Participants @ Les Machines de l'Île

Les Machines de l'ile

Live music by Proud Mary in front of the elephant