

HARP Project - HARPa, the best support tool for heating appliance installers

Professionals are the preferred information channel for consumers when it comes to replacing their current heating systems. HARPa is presented as a crucial and differentiating tool for heating appliance installers, serving on one hand as a platform through which users can contact them, and on the other hand as a support tool that they can use when advising and motivating their customers to replace their inefficient appliances.

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The growing concern for sustainability issues at global level and the commitment to reach a climate-neutral Europe by 2050, has led the European Commission (EC) to approve different plans in recent years to decarbonise our economy and day-to-day lives.

Residential space heating and cooling has been identified as one of the main areas of focus, since the heating and cooling sector currently accounts for half of the EU's energy consumption and it is estimated that 65% of the heating equipment installed in Europe is old and inefficient.

Renewing old heating equipments with more efficient systems would not only lead to a noticeable reduction in CO₂ emissions but would also reduce energy use, providing an added value for consumers as it would lead to cheaper energy bills.

The "Renovation Wave", a plan approved by the European Commission entitled "A wave of renovation for Europe: Greening our buildings, creating jobs, improving lives", is a plan meant to boost energy renovation in buildings across the European Union. It aims to tackle several barriers that currently make renovation of buildings a complex, expensive, and time-consuming process. For the plan to be successful, these barriers need to be overcome, and as such to accelerate the rate at which energy efficiency renovations occur in buildings. These barriers are divided into six categories:

- Structural barriers;
- Information barriers;
- Regulatory barriers;
- Market failures;
- Lack of specialised expertise;

- A combination of factors that make it difficult to cluster projects or apply more efficient district approaches.



Through this strategy, the European Union aims to double the renovation rate of building over the next 10 years. In addition, Europe will also allocate economic aid through the "Next Generation EU" recovery funds for which Europe will distribute 750 billion euros among its Member States, a portion of which is earmarked for building's energy renovations.

Framed in this context of the EU's interest in the replacement of inefficient energy systems arises the HARP project, which seeks to help both consumers and professional installers when planning, deciding upon, and carrying out the replacement of an inefficient appliance.

HARPa - Support channel for installers

An academic study conducted in 2014 surveyed homeowners in Italy, Spain, Belgium, France, Germany, and the UK, asking consumers how they would react if their boiler was labelled with a low energy efficiency class. Around 24% of respondents said they would replace their current boiler as soon as possible or within two years at the latest, demonstrating the lack of consumer awareness regarding the inefficiency of their current heating system.

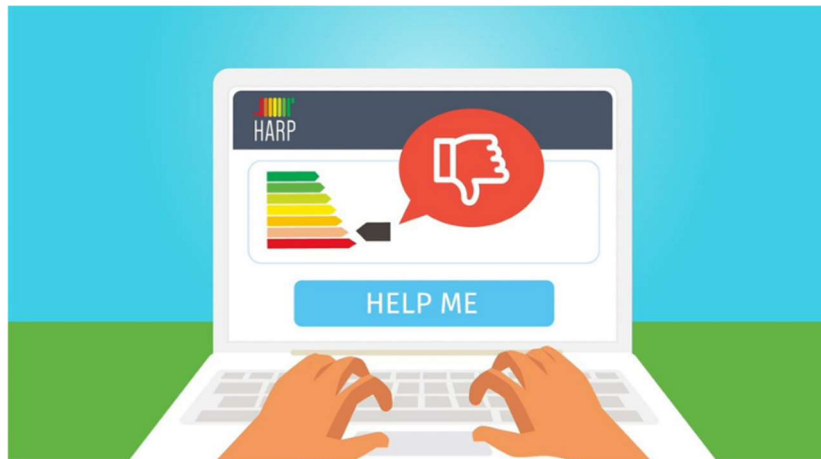
Considering this lack of awareness, the HARP project has designed an online application called HARPa, a tool that aims to accompany installers in their working day and that allows users to know the energy label of a given heating system and the different options that exist in the market to replace it in the case of it being inefficient.

Professional installers will be able to benefit from HARPa's services through two lines:

- **Consumer experience: potential customers**

HARPa, which in Spain counts with the collaboration of OCU and has already accumulated thousands of visits, aims to reach consumers to make them aware of the importance of replacing their inefficient appliances.

Consumers will be able to know the efficiency of their current heating appliance, which is the first step in deciding to replace it, as in most cases they are not aware of their (in)efficiency and its energy label.



In addition, after understanding the efficiency of their current system, consumers will be able to find out which solutions are the most efficient and best suited to their specific situation and, what is more interesting for professionals, HARPa users will also have a list of readily available accredited installers that they can contact once they have decided to carry out the replacement.

To appear on the list of accredited professionals, installers will only have to participate in a free training course which lasts no more than one and a half hours.

Furthermore, when using the tool, consumers can easily access a list of incentives and financial aids available at a national and regional level in any of the HARP project member countries. In this way, consumers will be more attracted to replace their system and therefore, to contact installers for this purpose.

- **Professionals' experience**

HARPa aims to be an information and support channel for professional installers who can integrate the tool into their daily work lives to attract new customers and provide them with better support.



Thus, installers will be able to use the HARPa tool to check the existing options on the market that best fit the situation of each customer.

In addition, professionals will also be able to find out through HARPa all the existing aids and incentives at national level, and use this knowledge to give better support to their customers, by making use also of the information provided by the tool, to motivate them to replace their current systems.

For more information visit [HARP](#) and [HARP Spain](#), and contact [Creara](#) or [OCU](#) to participate in the free training course.