



# NATCONSUMERS

## Newsletter Issue 2

Personalised Natural Language Consumption feedback for changing energy behavior at home

This month NATCONSUMERS celebrates its **first year of operation**! The first feedback is encouraging: external experts from all actors in the value chain (retailer, DSO, feedback providers, tech companies, regulators and research) are engaged to project activities. This year we have organized two workshops about the residential energy consumption, as well as the consumer behavioral change. For next year, our wish is to reach further – to more people, more topics, more feedback, in more places. **You can help us** make this wish come true, and join our community at the project website <http://natconsumers.eu/> It only takes a minute.

In this Newsletter, you will find a preview of the workshops organized. **Want to learn more** and discuss the most important issues and challenges on the language of energy? Then join us at the project workshop on 24-26 May 2016, in Naples, Italy.

## Workshops on the language of Energy

NATCONSUMERS project organized workshops devoted to better understand consumer behaviour in terms of energy consumption and habits. Participants are energy experts who represented different sectors: research institutions, businesses, organizations, and regulators, and came from different parts of Europe: Norway, Finland, the UK, Belgium, Italy, Spain, Hungary Czech Republic, and Greece.

Specifically, the **1<sup>st</sup> project workshop** in Oslo in order to **define a list of factors which may promote or hinder residential sustainable energy consumption**. The working hypothesis suggested that *factors influencing residential energy consumption vary between four different European Regimes: Southern, Western, Central and Northern Europe*.

Overall, the level of energy consumption in general is lower in the Southern and Eastern parts of Europe and highest in the Northern part, since there are many differences across these boundaries, such as climate, insulation, energy sources, lifestyles, appliances, comfort, and price. NATCONSUMER project's focus in further work will pay less attention to structural factors like the climate or general energy consumption patterns than individual factors such as user's habits, lifestyle, etc. Many factors influencing energy consumption at home were identified during the workshop that were placed alongside a dimension going from **Actionable factors** at one extreme and **Nonactionable factors** at the other. In contrast to the Nonactionable factors, Actionable factors can be controlled by the individual consumer and hence be intervened through natural language.

The **2<sup>nd</sup> project workshop** took place on 28th and 29th of January, 2016, in Madrid. The aim was to get an overview of the **smart meter infrastructure in Europe** as well as current and future **regulations** related to the provision of **consumer feedback**, in order to establish a methodological framework for the generation of tailored energy consumption reports in natural language, including concrete actions and advices.

During the workshop concrete **application examples** about the computational analysis of smart meter data for discovering of consumption patterns as well as customer segmentation were shown.

We are pleased to share the presentations with you here:

1<sup>st</sup> project workshop: <http://natconsumers.eu/events/1st-workshop-on-the-language-of-energy/>

2<sup>nd</sup> project workshop: <http://natconsumers.eu/events/2nd-workshop-on-the-language-of-energy/>

The **next project workshop is coming up!** It will take place on **24-26 May 2016, in Naples, Italy**. This workshop will be centered in the identification of looking at future expectations from customers and energy suppliers **alongside good practices and lessons learnt** from previous pilots aimed in the **reduction of residential electricity consumption through consumer behaviour change**.

There are a few seats available! If you are interested in to participate please do not hesitate to contact us:

<http://natconsumers.eu/contact-us/>

Read more: <http://natconsumers.eu/events/3rd-workshop-on-the-language-of-energy/>

## Join our Community

The key aim of this project is to develop an advanced and integral user-centred framework for the implementation of efficient energy feedback programmes in the domestic area based on natural language.

In order to shape the direction of the programs developed towards the end-user needs, we have created a **community** of potential users of the energy feedback programs to help us:

- Providing some limited **feedback** on the NATCONSUMERS programme specifications in a written form or during a conference call, approximately once a year for the duration of the two year project
- Participating in our **workshops** to define consumer groups, methodology and initiatives

If....

- *your company is involved in the **production and transport and sale of energy***
- *your company develops **technologies to contribute to energy saving in households***
- *you are a researcher interested in **energy, social science and ICT areas** related with residential energy consumption*
- *you are a regional, national or European **Policy maker** with a clear interest in the energy systems priorities*
- *you are interested in finding ways to **decrease your energy consumption***

.....we would like to **invite you to join our community** by **registering to the project website** here: <http://natconsumers.eu/mybenefits/> and by joining our **LinkedIn group "Natconsumers"**.

Through your registration you have the opportunity to access the NATCONSUMERS model, gain knowledge of our research outcomes and expose your activities to our community. You may read more about **your benefits** here: <http://natconsumers.eu/mybenefits/>

Via the link below you can check out the presentations and listen to the recording.

See the webinar here: <https://www.youtube.com/watch?v=fjahZVmGw70&feature=youtu.be>

## Contact NATCONSUMERS

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Join the LinkedIn Group: Natconsumers - Link up with us on Twitter: @Natconsumers

## Key Info

This Newsletter is a free semiannual issue, published by the NATCONSUMERS project with the latest news and updates. The audience of this Newsletter are Energy Consumers, Technological partners, Energy Companies, Research community (energy, social science, ICT) and Policy makers.

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Type of action: CSA

Topic: The human factor in the energy system (LCE-20-2014)

Duration: May 2015- April 2017 (24 months)

Project Website: [www.natconsumers.eu](http://www.natconsumers.eu)

