



Energy efficiency moments in Serbia



A brief overview

National Consumer Organization of Serbia is representative association in Serbia with 24 members – organizations in all country regions.

Main activities are: consumer information, education, counselling and lobbying.

NOPS is a member of Consumers International (CI)



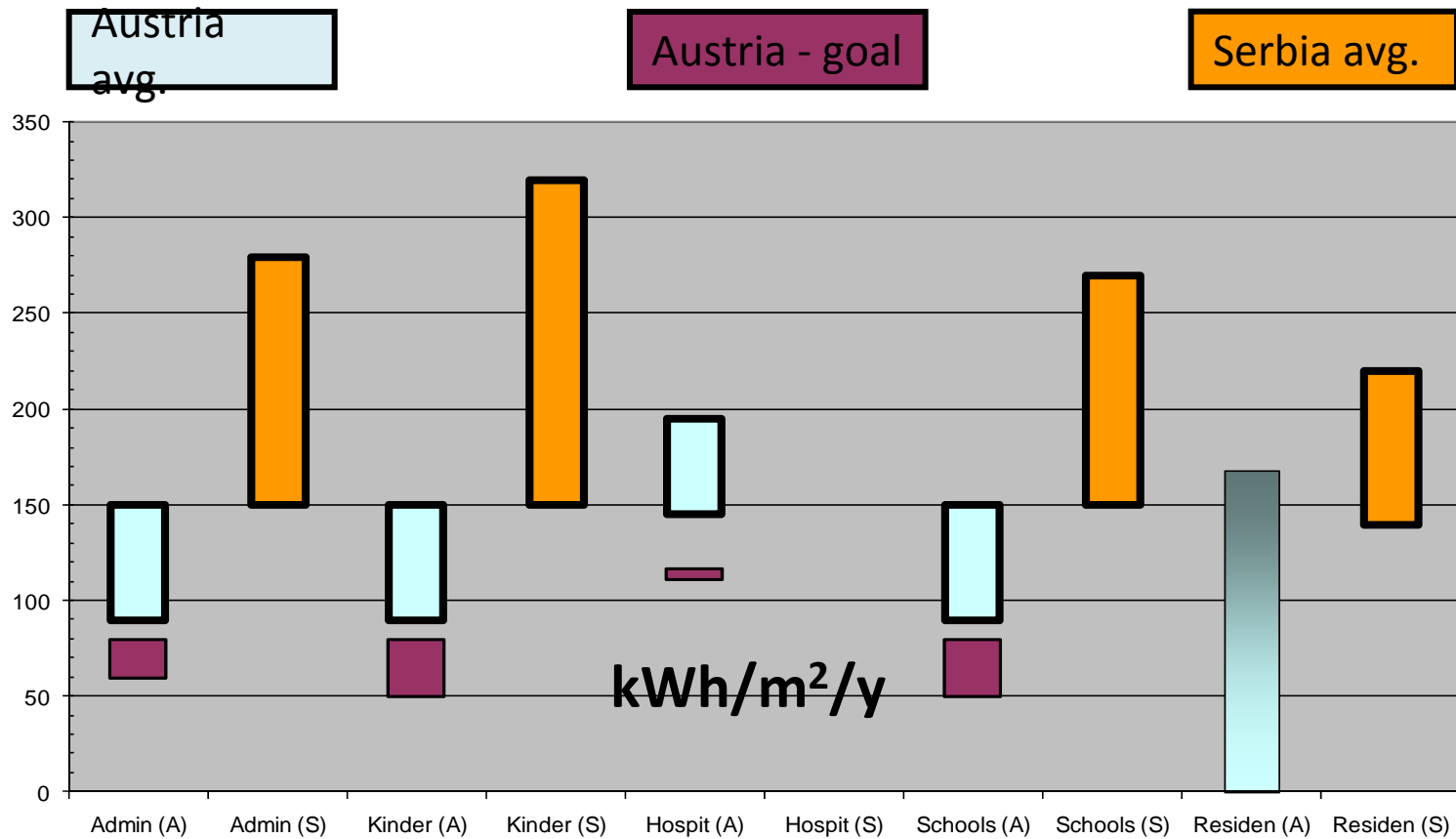
Definition of EFFICIENCY

- EFFICIENCY = Productivity - Capability - Effectiveness - Skill - Performance
- Energy efficiency is a set of terms that describe the quality of energy use
- Improving energy efficiency means avoiding (reducing) the loss of energy without disturbing the comfort, standard of living and economic activity and can be implemented both in the field of production and consumption
- EFFICIENCY = achieved benefit / theoretically possible benefit

Motives for reducing energy consumption

- Increase security of supply
 - Reduction of import dependence
 - Opening possibilities for the use of different energy sources
- Increase competitiveness at the macro and micro level
 - Lower costs for energy
 - The new production programs and services
 - Increasing employment
- Reduce the impact on the environment, and above all reducing CO2 emissions - the global goal

Serbia vs. Austria



Energy Efficiency activities

- Transport - Drive less, use public transport, use bio fuel
- Recycle/Reuse - paper, plastic, glass and rubber
- Heating - installation of thermostatic valves
- Laundry/dish washers - lower temperatures
- Renewable sources of energy consumption - biomass, solar energy, wind energy
- Home energy audit

Implemented projects in Serbia

- Energy efficiency project financed by World Bank and Republic of Serbia
 - amount: \$25m
 - duration: 5 years (2005-2010)
- Improving energy efficiency in public buildings of social purpose, schools and hospitals
- Beneficiaries:
 - Part A - Clinical Center of Serbia
 - Part B - Schools and hospitals in Serbia

Examples of successful practice in Serbia

- A new concept of construction in Novi Sad, research and development for three decades. It is a concept self-heating ecological house by academics Veljko Miljkovic
- Self-heating objects, which contribute to energy saving up to 80% and mr. Aleksandar Nikolic, who lives in this house for 14 years, do not worry more about his wallet, even on heating and cooling as the "smart house" takes care of everything



Consumers' market position

- Uneducated
- Uninformed
- Weak
- Mostly unprotected
- Without right to choose (one of the elementary consumer rights)
- Incomprehensible bills
- Voltage quality is often below the limit
- Lower caloric value of domestic gas

Consumer representation in official bodies

- None consumer representative is a member of any Energy related institution in Serbia
 - Cooperation must be at higher and efficient level in order to empower the consumers

(The one and only is Minister's Council for consumer protection, which is much more declarative than efficient)

There is no effective and reliable connection between national energy authorities and consumer organisations in policy development and legislation enforcement, particularly with Energy Agency

Official Serbian legislation

- The Law on energy which will be updated soon;
Serbian energy strategy till 2015
- A new Law on consumer protection will introduce the notion of **vulnerable consumers** - not only as one who has materially affected, but also consumers who are located in such a remote place, and therefore no access to services of general economic interest or someone who is health in danger.
Use the services of general economic interest - one of the fundamental consumer rights.
- Provisions based on relevant EU Directives 2002/22 (2009/136) on universal services; 2003/54 (2009/72) on electricity and 2003/55 (2009/73) on natural gas



Measures for improving energy efficiency in Serbia (general)

- Our country has to make a complete and accurate inventory of all available sources of hydropower, wind and sun, as well as a detailed plan that would encourage the exploitation of non-traditional energy sources
- Primarily, the efficiency of energy use is very low and should be increased. Government and other stakeholders have to provide loans and grants for improving energy efficiency.

Measures for improving energy efficiency in Serbia (specific)

- There is clear and obvious need for permanent and broad public campaign on Energy efficiency
- Government and all relevant institutions do need serious consultations regarding to energy efficiency based on consumer organisations' reports and specific analyses/observations
- Consumer representatives have to be involved in various institutional/companies' bodies, especially in consumer complaint matters



Thank you for
your attention

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