

## PARENT Project FAQs

These pages collect a series of questions and answers that relate to the PARENT project and, in particular, to the activities happening in the three cities that host a pilot: Amsterdam, Bergen, and Brussels.

**Please note:** In terms of running the pilots each pilot/city has its own characteristics which cannot apply equally to all of the three cases. We have grouped the Q&As under different sections to clarify which ones belong to different pilot/city.

### General

*What is the right contact address if I want to ask for clarifications?*

Each city hosting a pilot for the PARENT project has its own specific contact address. If you already participate (or wish to participate) to one of these pilots, the best solution is to contact directly the respective pilot coordination address - *i.e.* [amsterdam@parent-project.eu](mailto:amsterdam@parent-project.eu); [bergen@parent-project.eu](mailto:bergen@parent-project.eu); [brussels@parent-project.eu](mailto:brussels@parent-project.eu). A general information address that is unrelated to the specificities of the pilots also exist. For general information about the project you can contact: [info@parent-project.eu](mailto:info@parent-project.eu).

*So tell me again. What is this research project all about?*

Thanks for asking. Let's try to explain in five sentences. We want to help citizens reduce their energy consumption at home, because we believe that we all have a part to play in caring for our environment. In this project we use an energy monitor called Smappee to help citizens have a better awareness of their electricity usage. On our part, we offer useful comparisons with other households, provide tips and organize small challenges. Finally and perhaps most importantly, we want to do this in community. Through workshops we encourage participants to share their experiences and give us feedback on the project.

*What does your acronym stand for?*

Yes, we know the acronym is a little puzzling. PARENT stands for PARTicipatory platform for sustainable ENergy management.

*What do you expect of me?*

In order to participate in the project, we need you to (1) attend information sessions or receive and read information material; (2) receive and sign an informed consent form to formally enroll to the pilot; (3) receive the Smappee energy monitor, (4) install and use this energy monitor, (5) respond to a few short surveys and challenges that we will set out for participants;

and finally (6) participate in a few workshops or focus groups where we will discuss your experiences. All of this will happen between now and summer 2018. And... if you are really interested, you can also participate in more in-depth exercises to help us design our community engagement activities.

*I am interested in joining your project. How do I get started?*

Fantastic! Are you living in one of the three cities that hosts a pilot for the PARENT project? Then, please send us an email at [info@parent-project.eu](mailto:info@parent-project.eu). We will let you know when the next information session will take place.

*I have enrolled for the project (signed the informed consent) and received a Smappee energy monitor. Now what?*

Well, howdy! Thanks for being one of our awesome participants. The next step is to complete our full user survey, install and start using the energy monitor you have received. Download the Smappee app and/or follow the instructions on the Smappee website ([http://www.smappee.com/be\\_en/support/](http://www.smappee.com/be_en/support/)).

*Help! I can't figure out how to install the energy monitor.*

Have you consulted the FAQs on the Smappee website (<https://support.smappee.com/hc/en-us>)? If you have tried and find the installation too daunting, please get in touch with us at [info@parent-project.eu](mailto:info@parent-project.eu), so we can arrange for an electrician to help. We want you to be able to participate!

*Help! The energy monitor won't connect to my WiFi network.*

Have you consulted the FAQs on the Smappee website (<https://support.smappee.com/hc/en-us>)? You might find there the solution to your problems.

*I don't have a smart phone. Can I still participate?*

Absolutely. You can install and use the energy monitor through the Smappee website ([http://www.smappee.com/be\\_en/energy-monitor-home?!=en\\_BE](http://www.smappee.com/be_en/energy-monitor-home?!=en_BE)). Here are three steps you need to follow when installing your energy monitor via the Smappee website:

- Go to the Smappee website ([http://www.smappee.com/be\\_en/energy-monitor-home?!=en\\_BE](http://www.smappee.com/be_en/energy-monitor-home?!=en_BE)) and make a MySmappee account (top left corner on the Smappee homepage).
- When logged into your MySmappee account, follow the instructions for connecting the energy monitor to your WiFi network. (Note that the Smappee web interface isn't

very user-friendly. We found it easiest to read their instructions by reducing the width of my web browser).

- Watch the installation video for connecting the energy monitor to your fuse box ([http://www.smappee.com/be\\_en/support/](http://www.smappee.com/be_en/support/)) and follow these second set of instructions.

You can then start using the MySmappee account to monitor your electricity consumption.

*I remember that you mentioned something about naming and sharing my location with you. What was that all about?*

Aha! This is rather important for the research project. When you install the energy monitor, name the location the series of 4 digits and 1 letter that we put on your Smappee box (the sticker). Once you have installed the energy monitor, on the Smappee app or the MySmappee account on the website, go to Settings > Smappee Energy > Share with Others > Add a New User. Add [smappee@parent-project.eu](mailto:smappee@parent-project.eu) and assign the role "Read Usage".

*Wait a minute. Sharing my location with you on Smappee means sharing my consumption data with you?*

Yes, we need you to provide us with access to your consumption data. We know this sounds scary, but we have set a few checks in place: (1) Making your location the series of 4 digits and 1 letter we provided pseudonymises your data. We won't know it is you unless we manually link the series of digits and letter back to our database with names and email addresses. (2) There is only one reason we ask to have access to your consumption data. We want to provide you with useful comparisons with other households. In a next stage of the project, we will map your consumption data onto comparable clusters (e.g. based on household size and location). Our IT guys will be writing code to create these maps automatically. At no point will we be analyzing your consumption data on an individual basis. We will also never share your personal data with anyone outside the project team.

*What are you doing with my personal data?*

This is a very important question. One of the key principles on which our research project is founded is informed consent. We want you to understand how and why we are using your personal data. On the one hand, we have asked for your name, email address and user information. On the other hand, we receive pseudonymised data related to your electricity consumption from Smappee. We use personal and pseudonymised data to invite you to workshops, send you newsletters and offer useful comparisons with other households. We also wish to test assumptions that we have found in literature on motivations and barriers to reducing energy consumption. This is also why we will be giving you small challenges to complete throughout the research project.

### *How are you protecting my personal data?*

Your personal data is stored secured and kept confident. Any email exchanges that you have with project members are stored on servers in Europe. Personal data collected will only be used within the scope of the research project and only for the duration of the project. At no point during or after the research project will we share your personal data with anyone outside the project team. Of course you have the right to request access to your personal data, its rectification, erasure, restriction of processing and also the right to object to it. Finally we have informed the relevant data protection authority of our use of your personal data in the context of this research project. Please don't hesitate to email us at [info@parent-project.eu](mailto:info@parent-project.eu) if you have any concerns. We also kindly refer to the consent form that prepared for this purpose.

### *The best is yet to come. Right?*

Yup! We will continue to recruit participants during the summer months. Once you have installed your energy monitor, familiarize yourself with your consumption patterns. After a few days, the device will start recognizing appliances. You can help it in this detection process by turning on Expert Mode in the Smappee app or MySmappee web account. Then once everyone is back from holidays, we will launch the second stage of the pilot experience. You will be invited to 2-3 workshops or focus groups over the course of 1 year, where the main aim is to share experiences on energy consumption in the home. We will also start offering you comparisons with other households and introduce small challenges to see whether these help in reducing your energy consumption. We hope you are as excited as we are!

## **Pilot in Brussels**

### *Why do I need to attend an information session?*

We think it's important for you to understand what you are getting into. In the information session we establish mutual expectations and give practical tips on installing the energy monitor. At the end of the session, you will fill in a basic user survey, sign the consent form and receive an energy monitor.

### *Help! The energy monitor won't connect to my WiFi network.*

Have you consulted the FAQs on the Smappee website (<https://support.smappee.com/hc/en-us>)? One problem you might run into is that your WiFi signal is too weak. Please get in touch with us at [brussels@parent-project.eu](mailto:brussels@parent-project.eu), so we can find a solution together (e.g. by installing a WiFi repeater). We want you to be able to participate!

*Help! I don't have a plug close enough to my fuse box.*

Yes, this is a disadvantage of the Smappee energy monitor. The good news is that we have a solution: it is possible to plug the Smappee directly into your fuse box. We recommend that you get in touch with us at [brussels@parent-project.eu](mailto:brussels@parent-project.eu), so we can arrange for an electrician to help with the installation. We want you to be able to participate!

## **Pilot in Amsterdam**

*Updates to come soon*

## **Pilot in Bergen**

*Updates to come soon*