## World Academy of Science, Engineering and Technology International Journal of Energy and Environmental Engineering Vol:11, No:12, 2017

## End-User Behavior: Analysis of Their Role and Impacts on Energy Savings Achievements

**Authors**: Margarida Plana

**Abstract :** End-users behavior has become one of the main aspects to be solved on energy efficiency projects. Especially on the residential sector, the end-users have a direct impact that affects the achievement of energy saving's targets. This paper is focused on presenting and quantify the impact of end-users behavior on basis of the analysis of real projects' data. The analysis study which is the role of building's occupants and how their behavior can change the success of energy efficiency projects how to limit their impact. The results obtained show two main conclusions. The first one is easiest to solve: we need to control and limit the end-users interaction with the equipment operation to be able to reach the targets fixed. The second one: as the plugged equipment are increasing exponentially on the residential sector, big efforts of disseminations are needed in order to explain to citizens the impact of their day by day actions through dissemination campaigns.

Keywords: end-users impacts, energy efficiency, energy savings, impact limitations

Conference Title: ICEERSAL 2017: International Conference on Energy Efficiency in Residential Systems, Appliances and

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**Conference Location :** Amsterdam, Netherlands **Conference Dates :** December 04-05, 2017