

# Streamline your energy!

Introduction of an energy management system in Dzierżoniów

A Covenant of Mayors 2016 Case Study

## In a nutshell

Thanks to the Energy Management System introduced in 2013, the municipality of Dzierżoniów has achieved cost reductions, energy efficiency gains, and better energy security.



### Dzierżoniów in numbers

Number of inhabitants: 34,168

CO<sub>2</sub> reduction target: 20% by 2020  
(Baseline year 1995)

Number of Covenant of Mayors  
signatories in Poland: 54



## Background

Dzierżoniów was the first Polish municipality to integrate its Sustainable Energy Action Plan (SEAP) within the Energy Management System following ISO 50001, and is already benefitting from the synergies between those tools. This approach was tested within two Horizon 2020 projects: Energy for Mayors and the 50,000&1 SEAPs project. The city has already had fruitful experience with the ISO standards: ISO 9001 - quality management system, and ISO 14001 - environmental management. Introduction of an energy management system (EnMS) was a step further, the path towards cost reduction and improving management in the municipality.

## The Energy Management System

In order to support the implementation and monitoring of the SEAP, the municipality decided to introduce the Energy Management System with ISO 50001. Documentation was prepared by three city clerks and the implementation lasted four months (from February to May 2013). The staff costs for the implementation amounted to around €3,500, while the certification (of all ISO in Dzierżoniów) was around €4,250. The staff costs of the project were financed by the project “*Appetite for Climate*” developed by the Polish Network Energie-Cités (PNEC) with support from the National Fund for Environmental Protection and Water Management.

## Results and benefits

A stunning 95% of customers in Dzierżonów are satisfied with the service they receive, which is above benchmark levels for similar towns in Poland. Thanks to the improvements made regarding effectiveness, the number of complaints submitted to the mayor office halved compared to 2003. Thanks to professionally-prepared applications, the municipality received over €2 million in external funds to invest in improving citizens' quality of life. An increase in employee satisfaction improves employee efficiency and their ownership of the business. 271 people participated in 60 improvement teams in 2010.

Since 2008 the municipality has occupied a prestigious rank amongst the leading towns in a prestigious ranking published by the major economic daily in Poland 'Rzeczpospolita'. The municipality's efforts to constantly improve their performance in different fields, including energy, were recognized in 2012 when Dzierżonów was the first municipality to be awarded the European Foundation for Quality Management Excellence Award.

### Project numbers

Project duration: **4 months**  
(February-May 2013)

**€4,250** paid for certification

**€3,500** staff costs for project implementation



### More information

[www.dzierzoniow.pl](http://www.dzierzoniow.pl)

*"We decided to introduce an EnMS following ISO 50001 because of the expected benefits. The most important benefits are: reduction in costs, optimisation of several processes to make them more energy efficient, increasing local energy security, creating a vision of an environmentally-friendly municipality and integration of the energy management system with other standards implemented in our municipality."*

Zygmunt Kuc, Urban Engineer

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