

Notes from Lighting Global Stakeholder Webinar: Update to Standards and Targets

July 10, 2013

Lighting Global hosted a webinar on July 10, 2013 at 13:00 GMT to discuss the process of updating the Minimum Quality Standards and Recommended Performance Targets with interested stakeholders. During this webinar we provided an overview of the Lighting Global program, discussed the proposed changes to the Standards and Targets, and explained the process for submitting comments about the proposed updates. The slides presented during the webinar are available on the stakeholder webpage and notes from the question and answer sessions during the webinar are provided in the table below.

For continuing updates and details on the process check the Lighting Africa stakeholder outreach webpage: <http://www.lightingafrica.org/qa-consultation-outcome>. The deadline for comments has been extended to August 2, 2013; please review the updates memo and provide comments through the online survey form, both of which are linked on the stakeholder outreach website.

Thank you to all who participated in the webinar and/or have already submitted comments and questions. We sincerely value your input.

NOTES FROM Q&A SESSIONS DURING WEBINAR:

We believe that all questions during the webinar were answered and are included in this list. Questions are not listed in the order they were asked, but rather are ordered by category.

Category	Question	Response
Stakeholder Feedback Process	Have comments already submitted been reviewed? What was the deadline after which they would not have been seen?	We have looked at some of the submitted comments, but have not yet conducted a full review . The deadline for submitting comments is August 2, 2013, so we will conduct a full review of all of the submitted comments after that date.
Stakeholder Feedback Process	Are recent comments incorporated into this webinar?	Comments submitted in advance of the webinar were not included in the webinar. The webinar presented the draft framework as we originally proposed. We have not yet made any decisions on revisions based on submitted comments.

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Stakeholder Feedback Process	Are these new proposed requirements set in stone, or do we have an opportunity to give input?	<p>The proposed changes to the Minimum Quality Standards and Recommended Performance Targets are not yet finalized. We encourage you to submit your comments to our official stakeholder feedback framework, which can be found here: http://www.lightingafrica.org/qa-consultation-outcome/</p>
Stakeholder Feedback Process	Would you be willing to send this presentation so that we could share this with close colleagues?	<p>Yes. The webinar presentation will be posted on the QA stakeholder feedback webpage here: http://www.lightingafrica.org/qa-consultation-outcome/</p>
Stakeholder Feedback Process	Will there be an official write-up of this webinar, or an ability to listen again?	<p>We did not record the webinar, but this document provides a summary of the webinar, including the questions that were asked. Additionally, the webinar slides are available at: http://www.lightingafrica.org/qa-consultation-outcome</p>
General QA and Program Services	Are the detailed results of the quality assurance testing publicly available?	<p>No. We send detailed results of the testing confidentially to the respective manufacturer and publish a summary of the most important and market-relevant test results (for products that pass the Minimum Quality Standards) as Standardized Specifications Sheets (SSS). The SSS can be viewed here: http://www.lightingafrica.org/specs/ The SSS program is the main way we communicate results to the broader market. The sheets are designed to include the key information that helps buyers make decisions based on the QTM third-party standardized testing framework.</p>
General QA and Program Services	Can you speak about the customer-facing campaigns: What are they, what scale are they, do you work with local partners, etc.?	<p>To date, customer-facing campaigns have taken place in Kenya (extensively) and Ghana (on a more limited basis), and future campaigns in other countries are planned. The program works with local partners as well as Associate companies with qualified products. The particular activities included in the customer-facing campaigns are tailored to the particular market, but in Kenya the activities have included road shows, radio advertisements, posters, and even incorporation of off-grid lighting quality assurance themes into a local television program. You can read more here: http://lightingafrica.org/what-we-do/consumer-education.html</p>

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General QA and Program Services	How will the updates of the Minimum Quality Standards influence IEC TS 62257-9-5?	The updates to the Minimum Quality Standards will not affect IEC TS 62257-9-5 because IEC TS 62257-9-5 only specifies the test methods and quality metrics, whereas Lighting Global maintains the Minimum Quality Standards. The <i>framework</i> for setting Standards is described in IEC TS 62257-9-5 but it was deliberately written so Lighting Global maintains its own Standards based on that framework. This flexibility removes any need to update IEC TS 62257-9-5 every time we make an update to our Quality Assurance framework.
General QA and Program Services	Clearly a warranty from a supplier with no balance sheet is of less practical value than a warranty from a financially stable supplier; therefore, is the financial viability for the warranty provider considered in respect of this test?	We do not currently have a way of testing manufacturers' after-sales warranty service implementation due to the cost and complexity associated with carrying out this kind of monitoring. To do this, we would need to have people in the field conducting on-the-ground retail checks, and there is a high likelihood that the results for a particular product would vary across market location and distribution outlets. We expect that the market will drive companies that are working to build their brand to properly service the warranties they offer.
General QA and Program Services	The 1,000-hour lumen maintenance "shortcut" still requires a qualified production line to be idle for several months once inventory has been built for sampling and then testing. Are there any thoughts about providing a provisional certification based on the vendor's own testing (assuming suitable equipment and facilities have been used)?	This is a concept that we have discussed, but we are not yet prepared to offer this sort of provisional certification.
General QA and Program Services	What are some of the most common failure points that have been observed?	Early on, lumen maintenance was a key failure point, but this is not such an issue anymore. Now, common failure points tend to be batteries and mechanical durability aspects (water ingress protection, switch/connector durability, etc.).
General QA and Program Services	Have you also seen lighting product companies providing proper maintenance channels to consumers?	Yes , but some companies provide better after-sales maintenance service to consumers than others.
General QA and Program Services	Is there a plan to see these new proposed amendments into the CDM AMS-III.AR. specification?	We will work with the United Nations Framework Convention on Climate Change (UNFCCC) to get these kinds of updates moved into their CDM methodology, but this will take some time as that is a separate institutional process.

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General QA and Program Services	Can you provide a list of approved component manufacturers for LEDs, goosenecks, switches, etc.?	We are not able to provide a list of approved component manufacturers at this time.
General Standards and Targets	Considering the expected rapidly improving price-performance ratio, when do you expect to next revise the Minimum Quality Standards and Recommended Performance Targets?	We do not yet have a definite timeline for our next revision process , but we fully appreciate the rapidly decreasing price-performance ratio. We will plan the next revision process so that it is soon enough to ensure the continued relevance of the Minimum Quality Standards and Performance Targets but far enough in the future to provide manufacturers with some stability with respect to the Lighting Global quality assurance framework.
Proposed Standards and Targets Updates	How long will the batteries be stored for the battery durability test?	The battery durability test was developed by the Fraunhofer Institute for Solar Energy Systems, with funding support from GIZ. The batteries are stored for one month under adverse conditions (elevated temperature and accelerated deep discharge, depending on the battery chemistry). This testing is designed to simulate long-term supply chain storage in a relatively short amount of time. Additional details are available in Annex BB of IEC 62257-9-5.
Proposed Standards and Targets Updates	What do you mean by “elevated temperature,” in reference to the battery durability test?	The storage temperature varies by battery chemistry , but sealed lead-acid batteries are stored at 30 °C with an appropriately-sized resistor across the battery terminals (to accelerate deep discharging), for instance. The test takes about six weeks to complete: one week for initial battery capacity testing, four weeks in storage, and one week for final battery capacity testing. The details of this test method can be found in Annex BB of IEC TS 62257-9-5.
Proposed Standards and Targets Updates	Is there a new required IP rating for the PV module junction box (i.e., permanent exposure to moisture)? Does this mean it needs to be permanently sealed?	Yes. We propose to require PV module junction boxes to be protected from frequent rain (not immersion). The junction box would not need to be permanently sealed , but would need to be able to pass a permanent outdoor exposure water protection test (spraying/splashing water). There are other pathways to help meet this requirement as well (e.g., using conformal coatings), and the details for these pathways can be found in Annex V of IEC TS 62257-9-5.
Proposed Standards and Targets Updates	Could a further guarantee be contemplated, or rather a guarantee differentiated by type of pico PV (one year for a solar lantern but at least two for pico SHS)?	This is an interesting idea. The main difficulty we see with such a framework lies in drawing boundaries between product types.

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Proposed Standards and Targets Updates	Based on the technology and market trends mentioned, what cost impact is expected as a result of this change for a typical minimum-level unit?	We expect little to no cost increase from the proposed Performance Target changes if one compares the cost and performance from 2010 when they were originally set to the current day. The increased lighting service (80 lumen-hours to 125 lumen-hours for a solar-charged room light) is matched by an even greater decrease in LED cost and increase in LED performance.
Proposed Standards and Targets Updates	Will quality standards still be available? For example, for a 5 lumen light?	Yes. The Minimum Quality Standards do not have a brightness or run time requirement, other than truth-in-advertising.
Proposed Standards and Targets Updates	Why not double the light output for room lighting as for task lighting?	End-user feedback from focus groups has indicated that end-users are relatively satisfied with the current room lighting Performance Target , but they desired more light for task lighting applications. Therefore, a doubling of the light output Target for room lighting was not necessary.
Proposed Standards and Targets Updates	Considering technology and market trends as depicted in the draft document, in combination with the suggested 5-year revision period, the new proposed requirements seem very modest. Please elaborate.	Our requirements are informed by consumer preferences and income levels , and we are aiming for a basic product to be able to meet these Performance Targets. There is a tension between performance and broad affordability.
Proposed Standards and Targets Updates	Doesn't the language, "As per normal use" in reference to the task light illuminance testing leave too much margin? What do you do for products with goosenecks? Why keep this lux criterion?	This has a more specific definition in the test methods. When conducting the desktop illuminance test for a product with a gooseneck, the tester adjusts the gooseneck in order to optimize the area that is illuminated. We keep this criterion in order to provide lights that are designed solely for task lighting purposes with a means to pass the Performance Targets, which they may not be able to do by meeting the luminous flux Target.
Proposed Standards and Targets Updates	Could a possible solution to the price point vs. Performance Targets issue be to further differentiate the Performance Targets?	This is an interesting point, with the main difficulty in creating boundaries and providing mixed incentives. To be clear, the Performance Targets are only used for access to the consumer education campaigns, whereas the Quality Standards are the key requirements to pass in order to receive all of our other program support services.
Proposed Standards and Targets Updates	Is the boundary effect a big issue in regard to the Recommended Performance Targets?	Our only boundary currently is the boundary between the Minimum Quality Standards and Recommended Performance Targets. We have seen a clustering of products around the Performance Targets that have been set, which indicates that when we set a Performance Target, manufacturers will design to it.

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Proposed Standards and Targets Updates	Are you able to specify which of the currently-approved lights would fail the revised Performance Targets if re-tested under the new regime?	The testing methods for brightness and runtime have not changed, so you can view the Standardized Specifications Sheets (SSS) (http://www.lightingafrica.org/specs/) to determine which of the products would likely fail the revised Performance Targets. However, the proposed changes to the Standards may cause some products with adequate brightness and runtime values to fail the Standards and therefore fail the Performance Targets. Some of these new requirements are not indicated on the existing SSS (PV ingress requirements, battery durability and toxic substances ban), which would make predicting which products pass or fail more difficult. While it is true that some products with an existing SSS will not pass the updated Standards, the current generation will be grandfathered into compliance (i.e., no SSS will be revoked when the new framework goes into effect). Only products that are tested after January 1, 2014 will be subject to the updated Standards and Targets framework.
Evidence for Proposed Standards and Targets Updates	Can we get access to the research done in proposing these amendments?	Yes. We provide a summary of our research findings in the background document that can be downloaded on the QA stakeholder feedback webpage here: http://www.lightingafrica.org/qa-consultation-outcome/
Evidence for Proposed Standards and Targets Updates	Do you believe that the scale of the focus groups support the conclusions you have reached, particularly regarding light output? They appear to contradict SunnyMoney's customer feedback regarding affordability vs. light output we see for our top-selling lights.	We had approximately 400 focus group participants across five countries in Sub-Saharan Africa and two Indian states. We obtained reasonably extensive coverage through this process and are confident that the results provide sound input for our proposed Performance Targets updates. Of course, we welcome stakeholders who wish to share their own market research that contravene or support the Lighting Global market research (and will hold those results in confidence).
Evidence for Proposed Standards and Targets Updates	Is there information about the income levels of the stakeholders surveyed?	Yes. Some of this information is contained in the document that can be downloaded on the QA stakeholder feedback webpage here: http://www.lightingafrica.org/qa-consultation-outcome/ More detailed information is included in the field research reports.