WORKSHEET 3.11

Who Is Allowed to Change a Set Point

Subchapter 3.11 · case in the book: Doha

Ask your building management system three questions about the chilled water set point: what it is now, what it was before, and who changed it. Most systems will answer the first. A good many can answer the second. If yours cannot answer the third, then the operating criteria of your property are held in a document with no author, no date and no approval, and it is the only copy of them that governs anything.

This worksheet turns the tools of the subchapter into a form you can fill in. The texts come from the book; the empty columns are for your own property. Adapt it before use: an unadapted checklist is exactly what the book warns against.

Practical application: what to do in your property

Step (from the book)	Done?	What we found / owner
Ask the system, in front of the operator, who changed the last set point and what it was before.		
Count the accounts, including any held outside the property, and establish what each can change.		
Change the log retention from the default to at least one full seasonal cycle.		
Write the short list: ten or twelve criteria that may not be changed without a record.		
Put a ruled book at the panel with four columns: value, from, to, why.		
Name the person who reads the log monthly, looking for changes still in place that nobody can explain.		
Review external access: who, granted when, still employed, still needed.		
Take one change from the log and ask the property why it was made.		

These steps are the book's method, not requirements of ISO 50001. Evidence can take whatever form suits the property; a separate document is needed only where an applicable requirement, or the property's own system, makes it necessary.

Verification Pact: what is believed, tested against the standard

What is commonly believed	What actually holds	Our position
«The operating criteria are under document control.»	The procedure is. The values in the controller are not, and those are the ones the plant obeys.	
«Only trained engineers can change a set point.»	They share one account. Any change is attributable to all of them and therefore to none of them.	

What is commonly believed	What actually holds	Our position
«We need to know who made the change.»	You need to know why it was made and what it was before. The name is only a route to the reason.	
«The system logs everything.»	For ninety days, by factory default, and nobody has opened it since commissioning.	
«The integrator needs remote access for support.»	Very likely. It was granted once in 2013 and has never been reviewed, and the person who set it up left in 2018.	
«A set point is an operational matter.»	This one moved a contractual term in the basement. The person who changed it had no way of seeing that.	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Applying document control to the procedure and none to the controller that governs the plant.		
Treating a shared account as a discipline problem rather than as a loss of the reason for a change.		
Pursuing the identity of whoever made a change instead of the reason it was made.		
Leaving the log retention at a factory default that cannot span a season.		
Enabling a log that nobody is named to read.		
Granting remote access at commissioning and reviewing it never.		
Requiring that every value be recorded, which produces a record of none.		
Demanding named accounts and role permissions from a system that cannot provide them, and achieving nothing while the discussion continues.		

Operative synthesis

- **A property's operating criteria exist twice. One copy is a document with an author, an approver, a revision number and a date, kept under control, and obeyed by nothing. The other is a set of values in a controller, with no author, no approval, no version and a ninety-day memory, and it is the copy the plant follows.**
- **Bringing the second copy under control does not mean imposing a documentation regime on a building management system. It means four answers, written down. Who may change each of a short list of criteria. How a change is recorded, and what has to survive is the previous value and the reason, not the name. How long the record is kept, which should be at least one full cycle of the property's seasons. And who reads it, and when.**

- **Where the system cannot supply identity, the property is not helpless: a ruled book at the panel with four columns will be used at two in the morning, and an intranet form will not. Where external parties hold access, the property should know who they are, and may perfectly well decide to continue: what it may not do is not know.**
- **In Doha four engineers were on shift, all four were credible, the change was correct when it was made, and it was still in place three weeks later costing money in a contract term two basements away. Nobody had done anything wrong and nothing in the building could answer the only question that mattered, which was why.**
- **The next subchapter is the technical centre of this chapter and everything so far has been arriving at it. When a property states that its performance improved, something has to establish that the improvement is real: what was compared with what, over which period, adjusted for what, and what would have to be true for the comparison to be void.**

Action plan for our property

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 4b «The Lens», subchapter 3.11. Edizioni Effedore, 2026. Clause references are paraphrased; this sheet does not reproduce the text of ISO 50001, ISO 50003 or ISO/IEC 17021-1. It is not legal advice: energy law is that of the place where the property operates.