

**The Energy Efficiency Commitment 2005 –
2008**

Administration Procedures

Supplementary guidance

November 2005

Summary

This guidance note provides supplementary information to Ofgem's Energy Efficiency Commitment (EEC) Administration Procedures, December 2004. The Administration Procedures set out the principles by which Ofgem will determine whether a scheme can be considered qualifying action under the Electricity and Gas Energy Efficiency Obligations Order 2004 ('the Order').

Suppliers have flexibility in how they meet their targets and the Administration Procedures do not cover every possible scenario or type of scheme. This guidance document should be read alongside Ofgem's EEC Administration Procedures, December 2004 and the appropriate paragraphs have been referenced. This additional guidance has been produced following discussions with the suppliers and following the assessment of a range of EEC schemes. Its purpose is to provide additional clarification to suppliers and ensure that all project managers have access to the same information.

In a few situations, this guidance document changes the Administration Procedures. Where this is the case, the suppliers are not required to retrospectively change their approved actions taken prior to the date of this note being published. For example, some minor changes have been made to the standard technical monitoring questions. Suppliers should circulate the new questions to their partners but are not required to revisit any home already monitored.

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1. Improvements in energy efficiency

Criteria to establish whether a notified action would result in an improvement in energy efficiency

The delivery mechanism

1. In paragraph 5.16 (c) the reference should be to Appendix 3, not Appendix 4.
2. Paragraphs 5.16 (c) and (d) set out the requirements for project partners distributing CFLs for free to provide a signed declaration. If the CFL declaration is signed up front, the project partner must also confirm when the measures have all been distributed and that the information provided on the declaration is accurate. This confirmation can be by email or by logging a telephone conversation (and logging the partner's name and telephone number).
3. Paragraph 5.16 (h) requires that old appliances traded in must be destroyed and removed from the consumer's home to avoid them being re-used. To support this, evidence is needed that the old appliance was indeed destroyed and removed from the dwelling. For example, Ofgem may request sight of the contracts with, or letters from, the relevant project partners. A declaration from the consumer does not provide sufficient guarantee that the measure has been, or will be, destroyed and removed.
4. Paragraph 5.16 (e) states the limits for selling CFLs via mail order. Ofgem has been asked to provide guidance on what constitutes a cost when selling CFLs. Following discussion with the suppliers, Ofgem believes that suppliers should charge a minimum of 60p per CFL when they are being sold. If the price of a CFL were lower, the consumer may be tempted to purchase more CFLs than they need and so the scheme may not result in the attributed improvement in energy efficiency being achieved.
5. When selling sensor lamps via mail order, clear instructions should be provided on how they are used. No more than six sensor lamps should be provided to each household via this delivery route to ensure that they are used appropriately. If suppliers wish to offer a higher number of sensor lamps to consumers they

should detail their proposals to Ofgem and explain how it will lead to an improvement in energy efficiency. When distributing sensor lamps for free, the consumer should be asked if they wish to receive a sensor lamp, with an explanation provided on how they are used. As with conventional CFL schemes, consumers should sign their name or provide their name and must provide their address to confirm that they wish to receive sensor lamps. Up to two sensor lamps can be provided for free to ensure the improvement in energy efficiency attributed is realised. A declaration is provided in Appendix 1, which should be signed by partners distributing free sensor lamps.

6. When selling candle bulbs, halogens and dichroics via mail order they should be limited to ten per household and Ofgem will assume that they are installed in high to medium use fittings.

Legal requirements

7. Paragraph 5.17 of the Administration Procedures sets out changes that were expected to the Building Regulations in April, for England and Wales and in May for Scotland. The proposal to require consumers to install energy efficiency measures when carrying out domestic work of at least £8,000 has not become mandatory (paragraph 5.17 (a) iv)). The rest of the legislation has all come into force.
8. Ofgem will remain informed of any potential changes to the Building Regulations and will discuss the implications of this on qualifying action with the suppliers.
9. Where suppliers fund measures in new-build houses (paragraph 5.18), the housing developers also need to confirm that had the supplier not funded the measure, the property would have met the Building Regulations. This is to ensure that the measure as a whole exceeds the Building Regulations and the dwelling is more efficient than that required under the Building Regulations.

The supplier's action

10. Suppliers are required to demonstrate that it is their action that has led to an improvement in energy efficiency. Therefore, there can be no retrospective agreements to provide funding for measures already installed.

11. Paragraph 5.20 (d) of the Administration Procedures sets out the requirements for demonstrating improvements in energy efficiency for retail appliance schemes.

- a. Cold and wet appliances do not have to be accredited under the Energy Saving Trust's Energy Saving Recommended scheme but they must be A, A+, or A++ rated under the European Union labelling scheme.
- b. A+ and A++ rated appliances have a low level of market penetration. Therefore suppliers are not required to demonstrate how their action has led to an increase in take-up of such measures.
- c. If a retailer only sells appliances with a rating of A and above, the sales by that retailer can be considered qualifying action provided that the supplier can demonstrate that its action has increased the total number of sales of A and above rated appliances by that retailer. EPoS data for the previous year's sales will be required from the retailer at the start of the scheme and will have to be increased for the duration of the scheme.

12. When delivering measures through a retailer or manufacturer, Ofgem needs evidence that the supplier's action will lead to an improvement in energy efficiency above what would have happened otherwise (paragraphs 5.20 (b), (c), (d) and (e)). This can be demonstrated by devising a marketing plan detailing the activities the retailer or manufacturer has agreed to carry out which are funded by the supplier.

- a. These marketing plans do not initially have to be for the entire period of the scheme but must be detailed.
- b. When a manufacturer has produced the marketing plan, Ofgem may request evidence that the relevant retailers have seen, and agreed to, the marketing plan in place.

13. When retailers or manufacturers are providing sales data to suppliers (paragraphs 5.20 (b), (c), (d) and (e)), a covering email or letter should be provided to confirm which period the EPoS data covers, that these sales all took place in Great Britain and exclude trade sales. The letter should also confirm that the measures and/or marketing was subsidised by the supplier and funding has not been received for these measures from any other supplier.

14. Paragraph 5.20 (b) provides guidance on work with manufacturers. Where suppliers wish to partner with manufacturers, procedures may need to be put to ensure that the measures sold will lead to an improvement in energy efficiency.
- a. Monitoring may be necessary to avoid double counting between different suppliers' schemes. Ofgem may ask the supplier to inform the other suppliers of their partnership to help avoid double counting of measures.
 - b. Measures installed in a commercial property are not qualifying action. The supplier will need to monitor where the measures are being installed and remove measures from their scheme as appropriate.
 - c. Measures installed in new build homes are not qualifying action unless a declaration can be provided from the housing developer to confirm that the house would have met the Building Regulations without the measure and that the supplier's funding has enabled the developer to exceed the Building Regulations.
 - d. Manufacturers may also have to identify if measures are installed in social housing properties. The SHP should sign a declaration to confirm that no other supplier has funded those measures.
15. Due to the nature of the boiler manufacturer partnerships that have been set up under the EEC, suppliers should notify Ofgem of the make(s) of the boilers that they intend to fund to avoid any potential for double counting.
16. Paragraph 5.20 (f) of the Administration Procedures states that if suppliers wish to undertake action in conjunction with another Government programme, they need to be able to demonstrate their action has led to an improvement in energy efficiency above what would have happened otherwise.
- a. If a supplier partners with a SHP to fund a Community Energy project, for example, the SHP must sign a declaration to state that the measures could not have been installed without the supplier's funding.
 - b. Where a supplier offers measures to private householders or to social housing, part of the cost may be provided by another Government programme. In this situation, the improvement in energy efficiency will

be attributed in relation to the supplier's cost contribution to the measure. This rule applies to private consumers as well as third parties such as SHPs.

- c. There must be a clear, upfront agreement with the other Government programme to ensure there is not potential for double counting energy savings or carbon savings between the EEC and the other programme.

17. When offering certain measures, such as ground source heat pumps or solar water heating, there may be potential for householder to also apply for a Government grant from programmes such as the Low Carbon Building Fund or the Scottish Community and Household Renewables Initiative (SCHRI). To avoid any potential for double counting, where suppliers have not planned to interact with another Government programme, suppliers should;

- a. Inform recipients up front that they are unable to apply for a Government grant as well, and
- b. Monitor whether or not the recipients have in fact benefited from a Government grant. This information can be collected by contacting the programme's managing agent or by surveying the recipients through consumer satisfaction monitoring. If the consumer has received a Government grant, those measures cannot be considered qualifying action under the EEC.

18. Suppliers are able to link with the Government's Warm Front programme, providing their action involves funding all of the cost of the measures. To ensure that these partnerships are qualifying action, an agreement must be made prior to the measures being installed. The Warm Front lead contractor will be required to confirm that there has been no double counting between the measures paid for and attributed to EEC and those attributed to Warm Front (as set out in paragraph (f)(i) of the Administration Procedures). The Warm Front lead contractor will be treated as any other contractor and will have to adhere to the relevant Administration Procedures.

- a. At least 1% of the measures that the supplier actually funds must be monitored for customer satisfaction and a summary of those results must be provided.

- b. At least 5% of the measures that the supplier actually funds must be monitored for quality of installation, using Ofgem's standard questions. A summary of the results must be provided at completion.
 - c. The lead contractor can write to confirm that each recipient was monitored and is indeed in the Priority Group. The income thresholds for child tax credit and working tax credit differ for the EEC Priority Group and the Warm Front eligibility criteria. The lead contractor will need to monitor recipients accordingly to identify whether they are in the EEC Priority Group.
19. Paragraph 5.20 (g) of the 2004 Administration Procedures states that where suppliers hire the Warm Front lead contractor to deliver measures which are not actually part of Warm Front, the contractor has to provide a declaration to state that there has been no double counting of measures between the EEC and Warm Front. Measures installed under Warm Front are funded from a separate, dedicated, bank account so there is no risk of Government funding being attributed to the supplier's activity. Therefore, Ofgem believes that a signed declaration is not needed in this circumstance.
20. Some measures have a low level of take up (paragraph 5.20 (i)), ie insulation and heating in private households. This includes fuel switching in private households too.
21. Paragraph 5.20 (j) of the Administration Procedures requests that suppliers detail their percentage cost contribution to measures. If a supplier's cost contribution to a measure is very low and the cost of the measure is high, for example window glazing, Ofgem may require a separate declaration to confirm that the measure could not be installed without the supplier's funding.

Energy service action

22. The period by which a supplier may offer a deferred payment for energy service action period will be decided on a case-by-case basis. The supplier must offer the deferred payment and so payment by credit card is not considered qualifying.

The Priority Group

23. When monitoring recipients of a scheme, whether by telephone or by questionnaire, the full list of benefits and tax credits as stated in the Order must be cited to determine whether the recipient is in the Priority Group.
24. Paragraph 5.38 (ii) of the Administration Procedures allows social housing providers to sign a declaration to confirm the number of recipients in the Priority Group. The declaration included in Appendix 4 of the Administration Procedures is only for use by SHPs and not their contractors or other parties such as charities. When passing declarations to project partners, suppliers should leave the Priority Group percentage blank for the partner to complete.
25. Paragraph 5.38 (iii) of the Administration Procedures provides guidance on monitoring whether recipients of retail schemes are in the Priority Group.
- a. One of the options for monitoring the Priority Group in retail schemes is to include a questionnaire within the product. Due to space limitations it may be difficult to list all of the relevant benefits, tax credits and income thresholds. Where this is not possible the supplier should inform Ofgem at scheme submission and the questionnaire should ask if the consumer is in receipt of 'income-related benefits'. There should be no reference to tax credits if there is insufficient room for the income thresholds to be stated.
 - b. Another option for monitoring the Priority Group for retail schemes is to place questionnaires in-store next to the product. In this situation it cannot be assumed that all questionnaire respondents have bought the measure, particularly if there is an incentive for returning the completed form. Therefore, these questions must survey whether the consumer has purchased the subsidised measure, and if they have not, their response is not valid.
 - c. When determining the statistically significant sample sizes required for retail CFL schemes an assumption will need to be made of the number of CFLs each consumer is likely to purchase. Suppliers should assume that consumers purchase two CFLs each. However, if the nature of a scheme or promotion may dictate how many CFLs a consumer purchases, a different assumption may be made. For example if the offering is to 'buy-

two-get-a-third-free' then it can be assumed that consumers will purchase three CFLs each.

26. For mail order schemes (Paragraph 5.38 (iv)), suppliers should assume that consumers purchase four CFLs each when determining the statistically significant monitoring sample size required to demonstrate the number of recipients in the Priority Group.
27. Paragraph 5.38 (vi) details how project partners such as charities can provide information on the Priority Group. The SHP declaration cannot be used for this purpose. Any organisation (other than an SHP) that signs the CFL declaration must provide a robust explanation for the Priority Group percentage that it has declared. Suitable robust evidence is that the organisation has previously surveyed its members or the recipients of the measures; or that the partner has asked each individual to show evidence of benefit entitlement before giving them the measures.

2. Monitoring action

- 2.1. The monitoring requirements for boilers are set out in paragraphs 6.23 – 6.26 of the Administration Procedures. The requirement to conduct technical monitoring includes boilers sold through retailers.
- 2.2. Paragraph 6.18 of the Administration Procedures requires suppliers to monitor consumer utilisation of CFLs. Where appropriate, the standard questions in Appendix 6 should ask whether the consumer has purchased CFLs, halogen lights, dichroic lamps, sensor lights or candle bulbs.
- 2.3. When monitoring consumer satisfaction for fuel switching to private households, suppliers are asked to survey recipients to determine whether they have only been able to do this work because it was subsidised by the supplier. The results of this will help inform the EEC 2008 – 2011.

The CFL declaration

- 2.4. Appendix 3 of the Administration Procedures provides a declaration that must be signed by all project partners distributing CFLs for free. Paragraph 2(a) should be reworded to make it clear that when four CFLs are offered to the consumer, they will provide information to confirm this and that they wish to receive the CFLs. Where CFLs are provided in person, the consumer should sign their name and provide their address. Where CFLs are requested by mail or over the telephone, the consumer should provide their name and address. Paragraph 2(a) should read as follows:

Each recipient was asked if he wished to receive CFLs and has signed his name/provided his name [delete as appropriate] and provided his address to confirm this. No more than four CFLs were provided to each person.

- 2.5. Appendix 1 of this document provides the declaration that should be signed when project partners are distributing sensor bulbs for free. If a scheme offers both CFLs and sensor lamps, the consumer must be asked if they wish to receive CFLs and separately asked if they wish to receive sensor lamps. The form they complete to demonstrate this must clearly state whether they wish to received CFLs and / or sensor lamps.

Standard monitoring questions

- 2.6. Some changes have been made to the standard technical monitoring questions. The complete list of questions is provided in Appendix 2 of this document.
- 2.7. The changes made to the CFL declaration and to the standard monitoring questions (below) are not retrospective. Therefore you do not need to change any existing declarations which have already been signed and completed.

Appendix 1 Declaration for partners

distributing free sensor lamps

I declare that I am duly authorised to sign this declaration for and on behalf of the Organisation, and on behalf of the Organisation I confirm that:

Organisation:

Supplier:.....

Energy Saving Project:

Energy Saving Project timescales from:/...../..... to/...../.....

Specified Priority Group Percentage:.....

Number of Sensor lamps delivered to, and distributed by, the Organisation.....

1. The Supplier has provided the Organisation with Sensor lamps which have all been distributed to domestic consumers for the purpose of the Energy Saving Project.
2. Each recipient was asked if he wished to receive Sensor lamps and an explanation was provided to each consumer on how to use Sensor lamps in their home.
3. Where a consumer conformed that they wished to received Sensor lamps he signed his name/provided his name [delete as appropriate] and provided his address to confirm this.
4. Steps have been taken to ensure that each person has received no more than two Sensor lamps.
5. The Specified Priority Group Percentage of recipients of measures delivered under the Energy Saving Project are in receipt of at least one of the following:

Council tax benefit

Housing benefit

Income support

Income-based job seekers allowance

Attendance allowance

Disability living allowance

War disablement pension which includes either a mobility supplement or constant attendance allowance

Disablement pension which includes constant attendance allowance

State pension credit

Child tax credit where the relevant income is £14,600 or less

Working tax credit where the relevant income is £14,600 or less

6. The Specified Priority Group Percentage has been determined in the following way(s):

7. The Organisation agrees that this declaration can be passed to Ofgem for the purposes of demonstrating the Supplier's compliance with their energy efficiency obligations under the Electricity and Gas (Energy Efficiency Obligations) Order 2004.

Address, telephone number, fax number and email address of Organisation:

Name of authorised signatory:

Position in organisation:

Signed

Date.....

Print Name.....

Appendix 2 Standard monitoring questions

General questions

Survey company			
Name of surveyor completing form			
Name of householder			
Address of householder			
Date of installation			
Date of inspection			
Was the energy efficiency work on a new dwelling?	Yes		
	No		
	Not known		
What is the dwelling type?			
End Terrace		Detached Bungalow	
Mid Terrace		Semi Bungalow	
Semi Detached		Flat	
Detached			
How many bedrooms does the property have?	1		4
	2		5
	3		Specify other
Which fuel is used for heating?	Gas		Oil
	Electric		LPG
	Solid		Specify other

Cavity wall insulation

When was the dwelling built?	Pre 1976	
	Post 1976	
Is the work guaranteed by a CIGA warranty?	Yes	
	No	
If not, has another form of guarantee for 25 years been provided?	Yes	
	No	
What insulation was used? [This question is for the installer to complete or can be checked by the inspector from the CIGA guarantee]	Mineral wool	
	Polystyrene bead	
	Urea formaldehyde	
	Other Please specify	
	Not known	
Is the use of this insulation material appropriate to the exposure zone of the dwelling?	Yes	
	No	
	Not known	
Does the drilling pattern used ensure that	Yes	

the insulation material is distributed as evenly as possible throughout the cavity?	No	
	Not known	
Have the injection holes been made good with materials that match the existing wall finish as closely as possible?	Yes	
	No	
	Not known	
Are all the air bricks and eaves vents clear of insulation material?	Yes	
	No	
	Not known	
Have the air bricks been sleeved to prevent material moving in the cavity and blocking the vent at a later date?	Yes	
	No	
	Not known	
Are all air vents particularly those for combustion appliances clear of insulation material?	Yes	
	No	
	Not known	

External wall insulation

Nature of original wall	Cavity or Solid?	
	Thickness (mm)	
	Description	
What insulation was used?	Expanded polystyrene (and render)	
	Extruded polystyrene (and render)	
	Mineral wool slab (and render)	
	Urethane foam (and render)	
	Other Please specify	
	Not known	
What is the thickness of the insulation?		mm
Are all the air bricks and eaves vents clear of insulation material?	Yes	
	No	
	Not known	
Are all air vents particularly those for combustion appliances clear of insulation material?	Yes	
	No	
	Not known	

Internal wall insulation

Nature of original wall	Cavity or Solid?	
	Thickness (mm)	
	Description	
What insulation was used?	Phenolic foam (and plasterboard)	
	Urethane foam (and plasterboard)	
	Mineral wool quilt (timber battens and plasterboard)	
	Extruded polystyrene (and plasterboard)	
	Other Please specify	
	Not known	
What is the thickness of the insulation (mm)?		
Is the insulated dry lining continued at least 300mm along any party walls?	Yes	
	No	
	Not known	
If ground floor is suspended timber, is the	Yes	

insulated dry lining bedded on a strip of pre-compressed expanding foam nailed to the floor?	No	
	Not known	
If ground floor is suspended timber are air bricks clear?	Yes	
	No	
	Not known	

Loft insulation

What insulation was used?	Mineral wool quilt	
	Cellulose fibre	
	Blown mineral wool	
	Loose mineral wool	
	Other Please specify	
	Not known	
Does the material comply with BS 5803 Part 1: 1985? ¹	Yes	
	No	
	Not known	
Thickness of original insulation (mm)	0	100
	25	150
	50	Not known
	75	
Total thickness of insulation (mm)	200	270
	250	Not known
Has insulation be applied to all appropriate areas including (i) beneath boarded areas and (ii) if the water storage tank is on the joists, around but not beneath the tanks; or if the tank is elevated, around and beneath the tank.	Yes	
	No	
	Not known	
Has the loft hatch been fitted with effective draught seals?	Yes	
	No	
	Not known	
Has the loft hatch been insulated?	Yes	
	No	
	Not known	
Is the roof space adequately ventilated?	Yes	
	No	
	Not known	
Have additional vents been fitted?	Yes	
	No	
	Not known	
Have the pipes and tanks been insulated to an adequate standard?	Yes	
	No	
	Not known	

Draught-proofing

Draught-proofing external doors, thresholds (including letter box) and windows in all rooms.

¹ Or BS 2803 Part 2 for loose or blown mineral fibre, or BS 5803 Part 3 for cellulose fibre, as appropriate.
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The sealing of loft hatches is covered in the 'Loft insulation' section)		
Do the draught strip materials comply with British Standard 7386: 1997?	Yes	
	No	
	Not known	
Have all locations been draught-proofed correctly, leaving all door and windows fully operational?	Yes	
	No	
	Not known	
If trickle ventilators are not present, has a gap been left around one window to provide background ventilation in 'wet' areas (e.g. kitchens and bathrooms)?	Yes	
	No	
	Not known	
Is there adequate ventilation for all open flued appliances?	Yes	
	No	
	Not known	

Replacement windows

What is the form of the glazing units?	Secondary	
	Double	
	Triple	
	Not known	
Are the glazing units kite-marked to British Standard 5713?	Yes	
	No	
	Not known	
Do the replacement windows display a British Fenestration Rating Council (BFRC) window energy rating label?	Yes	
	No	
	Not known	
What is the area of replacement windows installed within the property?		m ²
What energy rating (A–G) does the BFRC label show?		
What thermal transmittance (U-value) does the BFRC label show?		

Boiler and controls

What was the replacement boiler?	Regular	
	Combi	
	Not known	
What is the fuel type of the boiler?	Gas	
	Oil	
	LPG	
What is the SEDBUK efficiency of the boiler?		
If the SEDBUK rating is unknown, the following details must be collected from the label on the boiler or the instruction manual.		
Make/Manufacturer		
Model		
Model qualifier		
Model Identity		
Other Please specify		
Does the installation meet the ODPM's boiler exception protocol relating to the Building	Yes	
	No	

Regulations in England and Wales?	Not applicable		
Was the installer a member of an industry body (e.g. CORGI, OFTEC)?	Yes		
	No		
	Not applicable		
	Not known		
Did the installer measure the property?	Yes		
	No		
	Not known		
Did the installer inspect or enquire about the levels of insulation in the property?	Yes		
	No		
	Not known		
Has the pipe work between the boiler and the hot water taps been insulated where practical? [Only necessary where central heating has been installed, not just boiler upgrades]	Yes		
	No		
	Not known		
If boiler is a regular one (i.e. not a combi) Has primary pipe work between boiler and hot water cylinder been insulated with a minimum of 20mm insulation?	Yes		
	No		
	Not applicable		
If boiler is a regular one, has any other pipe work directly connected to cylinder (e.g. vent pipe) been insulated for at least one metre? (NB The feed pipe need not be insulated)	Yes		
	No		
	Not known		
	Not applicable		
What new controls were installed?			
Time switch or programmer	Yes		Not known
	No		Not applicable
Cylinder thermostat For a regular boiler	Yes		Not known
	No		Not applicable
Thermostatic radiator valves (TRVs) throughout the dwelling	Yes		Not known
	No		Not applicable
Room thermostat	Yes		Not known
	No		Not applicable
Load or weather compensator	Yes		Not known
	No		Not applicable
Delayed start thermostat	Yes		Not known
	No		Not applicable
Time and temperature controls	Yes		Not known
	No		Not applicable
Boiler interlock	Yes		Not known
	No		Not applicable
Where there is a boiler interlock, are all the controls wired up so that the pump and boiler are switched off when there is no demand for heat?	Yes		Not known
	No		Not applicable
Was a new hot water tank installed? [Only necessary where central heating has been installed, not just boiler upgrades]	Yes		Not known
	No		Not applicable
If 'yes' was the tank a high performance one as specified in General Information Leaflet 59?	Yes		Not known

Fuel switching

What was the heating system before fuel switch?	Electric storage heating	
	Solid fuel central heating	
	Oil central heating	
	Electric room heaters	
	Solid fuel room heater (fires)	
	Gas room heaters	

Solar water heating

Did the installer provide written information on system specification and operating instructions?	Yes	
	No	
	Not known	
Did the installer explain the key system functions to the user?	Yes	
	No	
	Not known	
Do the instructions for the system confirm the collector make, collector model, fluid content and stagnation temperature?	Yes	
	No	
	Not known	
Is the collector(s) orientated within 45° of due South? Or, if it is an East/West split configuration no collector is facing towards the North of East or West?	Yes	
	No	
	Not known	
Is the cylinder labelled in accordance with Part L?	Yes	
	No	
	Not known	
Is the 'commissioning certificate' on cylinder completed and signed?	Yes	
	No	
	Not known	
Is the following system information available?		
Surface area Maximum working pressure for solar and boiler heated coils Fluid content for solar and boiler heated coils	Yes	
	No	
	Not known	
Dedicated solar heated volume and boiler heated volume	Yes	
	No	
	Not known	
Is the entire solar loop fully lagged with high temperature insulation (at least 105°C, and preferably > 150°C)?	Yes	
	No	
	Not known	
Does the system expansion vessel (if fitted) have CE Mark?	Yes	
	No	
	Not known	
Does the pressure relief valve for the system expansion vessel discharge into a safe location?	Yes	
	No	
	Not known	
Is the central heating system cylinder thermostat mounted no lower than the base of boiler heated coil?	Yes	
	No	
	Not known	

Ground source heat pumps

Did the installer provide information on system specification and operating instructions?	Yes	
	No	
	Not known	
Did information include maintenance instructions (content and frequency)?	Yes	
	No	
	Not known	
Did the installer provide equipment information (ideally also a data sheet attached to the unit)?	Yes	
	No	
	Not known	
Did the information include: Heat pump make and model Thermal output rating (ideally according to EN 255-2) Recommended anti-freeze Refrigerant type and charge	Yes	
	No	
	Not known	

Combined heat and power (CHP)

Is the scheme certified by CHP Quality Assurance (CHPQA)?	Yes	
	No	
If yes has a copy of the certificate been obtained?	Yes	
	No	
Is the equipment installed as set out in the approved action / as detailed in the feasibility study?	Yes	
	No	
	Not known	
Has the equipment been appropriately commissioned and is it fully operational?	Yes	
	No	
	Not known	
Do the contractor's reports and other information confirm the system's performance and that the forecast energy savings should be achieved?	Yes	
	No	
	Not known	

If you have answered 'no' or 'not known' to any question please explain.	
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