

Monitoring

- All the measures that a supplier reports to Ofgem must be supported by SHP declarations (discussed above) and sufficient monitoring.
- The supplier may conduct the monitoring themselves or require the SHP to provide results from their own monitoring. Where a SHP is conducting the monitoring, it must comply with Ofgem's monitoring requirements.
- Details of monitoring requirements for each of the standard measures as well as the prescribed technical and consumer utilisation monitoring questions are available on the right of the page.
- Technical monitoring of a sample of recipient households is necessary for professionally installed insulation and heating measures to ensure that the relevant quality standards have been met.
- Monitoring consumer satisfaction is appropriate when installing heating or insulation measures in homes to ensure the best possible service to consumers. Ofgem does not prescribe the questions to be used in consumer satisfaction monitoring.
- Consumer utilisation monitoring is only required for the delivery of free CFLs, DIY loft insulation and DIY radiator panels. As these measures are self-installed by the consumer, it is necessary to ensure that the measure has actually been installed.