

WHD Supplier Guidance Annex: Notification and End of Year Reporting templates

Consultation

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Overview:

This document includes the notification and end of year reporting templates for the Warm Home Discount scheme.

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1. Broader Group Notification template

Warm Home Discount Broader Group Submission



For WHD team use only				
Scheme Reference				
Scheme year				
Scheme Version	Ofgem Temp		Supplier 1	
	Supplier 2		Supplier 3	
Previously approved	Yes		No	
Scheme Amended	Yes		No	

Application details
Please fill out all requested details below

Supplier				
Name of proposal				
Date of submission				
Scheme year(s)				
Scheme year value	Year 1	£	Year 2	£
	Year 3	£	Year 4	£
Value as percentage of Non-core spending obligation				
Operating location				
Records centre(s) (please provide details)				
Predetermined eligibility Criteria	y/n			
Predetermined verification measures	y/n			
Partner and/or delivery organisation				

- ➔ Question: What is the context of this proposal?
- ➔ Instructions: Please use this section to provide an overview of the proposal.

Proposal overview

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- Question: How is the eligibility of customers determined?
- Instructions: Please use this section to clearly set out the eligibility criteria which a customer must meet if they are to qualify for a Broader Group rebate.
- If using subsets of the predetermined eligibility criteria set out in the regulations please indicate this by ticking the relevant boxes below. If not all criteria are going to be used please explain why this decision has been made.
- If using your own eligibility criteria please provide details of the eligibility criteria you will be using and explain how the measures will be at least as those specified in the regulations for verifying that customers meet your eligibility criteria. Please provide as much evidence as possible.

2 Eligibility criteria	
2.1 Predetermined criteria	
Criteria	y/n
A person who receives Income Support and a) has a child under the age of 5 who lives with them or b) receives any one of the following addition to Income Support -child tax credit which includes a disability or severe disability element; -a disabled child premium; -a disability premium, enhanced disability premium; -a pensioner premium, higher pensioner premium or enhanced pensioner premium	
A person who receives Income-related Employment and Support Allowance which includes a work-related activity or support component and a) has a child under the age of 5 who lives with them or b) receives any one of the following addition to Income Support -child tax credit which includes a disability or severe disability element; -a disabled child premium; -a disability premium, enhanced disability premium; -a pensioner premium, higher pensioner premium or enhanced pensioner premium	
A person who receives Income-based Jobseeker's Allowance and a) has a child under the age of 5 who lives with them or b) receives any one of the following addition to Income Support -child tax credit which includes a disability or severe disability element; -a disabled child premium; -a disability premium, enhanced disability premium; -a pensioner premium, higher pensioner premium or enhanced pensioner premium	
A person who receives State Pension Credit (either Guarantee only, Guarantee and Savings, or Savings only)	



Please outline any variations to the criteria

2.2 Own eligibility criteria

- Question: How are customers targeted and recruited under the Broader Group?
- Instructions: Provide information on how customers are targeted and recruited under the Broader Group and an estimate of how many you expect to recruit via each recruitment channel

2.3 Targeting and recruitment

- Question: How will you minimise/negate the potential duplication between the Broader Group and the Core Group?
- Instructions: The Broader Group is designed to provide assistance to customers outside the Core Group. Explain/provide evidence of how it is ensured that activity does not wholly or mainly target those in the Core Group.

2.4 Duplication with the Core Group

- Question: What verification measures are in place to determine if a customer meets the eligibility criteria set?
- Instructions: Please use this section to describe what verification measures will be put in place
- If using any of the predetermined verification measures set out in the regulations please check the appropriate boxes. Please provide details of how these measures will be carried out and provide explanations for any variations from the regulations.
- If using your own verification measures explain how eligibility will be confirmed and assured and provide evidence how they are at least as effective as the predetermined measures.
- Sample call centre scripts, applications, declarations and process maps (if available) should be referred to and included in the Appendices and Supporting Documents section.

3 Verification measures	
3.1 Predetermined measures	
<p>Measures</p> <p>Obtaining from each customer, orally or in writing</p> <p>a) the customer’s name, address and telephone number;</p> <p>b) a declaration that the customer meets the supplier’s eligibility criteria; and</p> <p>c) an explanation of how the customer meets those criteria.</p> <p>Explaining to each customer that the customer may be asked to provide further evidence of eligibility before receiving a rebate under the Warm Home Discount scheme.</p> <p>In relation to at least 5% of the number of customers which the compulsory scheme electricity supplier provides with the prescribed rebate in a scheme year, obtaining documentary evidence before providing the prescribed rebate that the customer meets the supplier’s eligibility criteria.</p> <p>Please outline any variations to the measures</p>	<p>y/n</p>
3.2 Own verification measures (please provide detailed information on each criteria)	

- ➔ Question: How will you obtain your verification information (customer information, declaration) from each customer?
- ➔ Instructions: Please provide details of the way that customer information is obtained by ticking the appropriate boxes below.

3.3 Method for obtaining customer information

Method	y/n	length of time information will be retained
Phone		
Written		
Web		
referrals		
Other (please describe)		

- ➔ Question: When will you collect your documentary evidence?
- ➔ Instructions: Please use this section to outline when you plan to collect your documentary evidence by ticking the appropriate box. If you intend on outsourcing this activity please provide detail of the types of agreements or contracts that exist between partners and/or delivery organisations

3.4 Collection of documentary evidence

Method	y/n
Single Exercise before rebates are paid	
Throughout the year as customers are identified	
At stages throughout the year	
Other (please describe)	

Outsourcing	y/n
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Please provide names of organisation and address



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- Question: How will the rebates be paid?
- Instructions: Please use this section to outline the payment method for the rebate for each type of customer, also include respective proportions

4 Payment method

- Question: How will the customer be notified of the rebate?
- Instructions: Please confirm method of notification and referencing to the "Warm Home Discount".

5 Notification

- Question: What governance structures are in place to oversee the WHD and the Broader Group element in particular?
- Instructions: This section should outline the governance structures for the WHD in general and the Broader Group in particular. It should show the director/chief officer structure responsible for overseeing the programme and the links and detail of the operational WHD team
- Organograms or process maps can be attached in the appendices and supporting documents section.

6 Governance and management controls
6.1 Supplier governance structure



- ➔ Question: What management controls are in place to monitor the Broader Group?
- ➔ Instructions: This section should provide or explain the processes that are in place to monitor the Broader Group. This can include in the appendices and supporting documents procedures or process maps; record keeping and databases that are in place; occurrence of monitoring meetings and frequency of these; and reports that the supplier receives on activity and any other information that may be considered helpful.
- ➔ Summary detail and time of any audit activity

6.2 Supplier management controls

- ➔ Question: What fraud prevention measures do you have in place both to deter and detect fraud?
- ➔ Instructions: Outline any fraud prevention measures in place to combat fraud by applicants, internal staff and third parties.

7. Fraud prevention
7.1 Provide information on any planned audit of this activity or supply summary details of any audit completed within the past 12 months.

- ➔ **Question:** What fraud prevention measures do you have in place both to deter and detect fraud cont



→ **Instructions:** This section allows you to demonstrate how you plan to minimise the risk of rebates being paid to ineligible customers or of identified customers paid on the basis of fraudulent evidence of eligibility.

7.2 Please provide details how you minimise the risk of fraudulent payments

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7.3 Where rebates are credited directly to a customer account please explain how you intend the rebate to be paid to the right person.

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→ Question: How many customers are being targeted in the Broader Group? What is the related spend?

→ Instructions: Please provide details on the projected number of customers who will receive the rebate and the related spend. It would be useful to outline if the projections for the size of the Broader Group are dependent on Legacy Spend and how this may have reflected in your estimates

8 Spend

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→ Declaration

Name of your organisation

Confirm that you are authorised by your organisation to submit this application to us and that you understand the obligations under the Warm Home Discount Scheme 2011

Title Forename Surname

Position or job title

Date



WHD Supplier Guidance Annex: Notification and End of Year Reporting templates

- Appendix and supporting documents
- Please list attachments and supporting document

2. Industry Initiative notification template

Warm Home Discount Industry Initiative Submission



For WHD team use only			
Scheme Reference			
Scheme year			
Scheme Version	Ofgem Temp		Supplier 1
	Supplier 2		Supplier 3
Previously approved	Yes		No
Scheme Amended	Yes		No

Supplier: Please fill out all requested details below

Compulsory Electricity Scheme Supplier				
Name of Industry Initiative				
Date of Submission				
Scheme Year(s)				
Project Time Frame				
	Year 3	£	Year 4	£
Project Location(s)				
Records Centre(s)				
Industry Initiative Type	Activity	y/n	Activity	y/n
	Referrals		Energy Advice	
	Benefit Entitlement Checks		Advisor Training	
	Energy Efficiency Measures		Debt Assistance	
Partner and /or Delivery Organisations				

- ➔ Question: What is the purpose of this initiative?
- ➔ Instructions: Please use this section to provide details of the initiative or project by articulating its purpose;

1 Proposal Overview

1.1 Introduction (Brief Overview of Initiative)

- Question: What is the role of the supplier?
- Instructions: **Briefly** summarise what the funding is paying for. For example part or whole funding of posts, whole or part supply of measures, provision of x number of sessions etc. Also highlight any other contributions that the supplier is making to the initiative that is not included in the II obligation.

1.2 Supplier Role or Contribution (Brief outline of suppliers contribution)

Summary of funding contribution

Information of any other contribution that supplier makes that is not counted toward the obligation

- Question: What are the roles of the suppliers delivery organisations.
- Instructions: For Delivery Organisations in particular this section should provide a brief overview of the role or service deliver and some information on the organisation itself.

1.3 Role of Delivery Organisation(s) where applicable

1 a) Detail Delivery organisations and the services provided

- ➔ Question: How does this initiative Target Fuel Poor.
- ➔ Instructions: This section should clearly show how the initiative targets fuel poor and how this is done. Therefore the narrative should include **a)** the methodology for identifying fuel poor; **b)** the methods used to inform or alert the target audience about the initiative; **c)** what data will be collected and the mechanisms in place for monitoring the targeting fuel poor outcome.
- ➔ If the initiative is a continuation of a previous project or based on a similar one the analysis and presentation of customer numbers and profiles, incomes, range of benefits etc.
- ➔ *The additional notes at end of the template provide additional information on Fuel Poverty that suppliers may find helpful.*

2 Targeting of Fuel Poor

2.1 Describe how the Initiative targets Fuel poor

Describe how people on low incomes and /or vulnerable are being targeted

2.2 Provide a summary of the feedback or management data that will be collected to monitor effective targeting

- ➔ Question: How does this initiative align with the Activities listed in Schedule 4.
- ➔ Instructions: This section should show which of the activities in Schedule 4 that the initiative is delivering

3 Activities Align with Schedule 4

3.1 Please complete table below to show which activities the Initiative aligns to plus a brief description.

Activity	y/n	Description
Payments to organisations for referrals		
Benefits entitlement checks and or assistance to claim		
Provision of energy, thermal efficiency measures, energy efficient appliances or microgeneration		
Provision of Energy Efficiency Advice		
Funding training to provide Energy Advice		
Provide assistance to reduce or cancel energy debt as a part of a package		

Please confirm that the exceptions outlined in Schedule 4 are NOT included in this Industry Initiative proposal.

Exception	Confirm or not applicable
A supplier may not count costs of training its own employees or contractors or the employees or contractors of a company in the same group of companies as the supplier.	
A supplier may not count costs arising from a billing error by the supplier	

- ➔ Question: How is each Activity identified being delivered (cont)?
- ➔ Instructions: This section should confirm that this activity is not one that is also being counted toward a 'requirement in any other enactment or in an electricity or gas supply license; or is being counted by a scheme supplier toward a spending obligation or target by another enactment or license'

3.2 Confirmation that activity is not being counted toward another requirement.

We confirm that this activity is not one that is also being counted toward a 'requirement in any other enactment or in an electricity or gas supply license; or is being counted by a scheme supplier toward a spending obligation or target by another enactment'

Where there is a risk of double counting please outline processes in place to reduce the risk

- ➔ Question: How is each Activity identified being delivered?
- ➔ Instructions: For each activity that is being delivered a more detailed description or explanation of what is being delivered; how this is being delivered and who is delivering the service should be provided. If some of the information has already been provided then simply refer. If there are documents that provide this detail then a summary of key points and reference to an appendix is useful.
- ➔ Each Activity description requires slightly differing information to be provided, please refer to the footnote at the end of this template for the type of information that should be included. This 'list' is not exhaustive therefore please add more information if required/regarded as helpful.

3.3 Supporting and Detailed Narrative (please see support notes for detail and provide subheadings for each Activity)

- ➔ Question: How does the Initiative demonstrate Value for Money?
- ➔ Instructions: This section should provide a detailed breakdown of the total costs of the project. It should provide the following types of cost information associated with each activity:-
- ➔ **Core Costs** - An understanding of the staff (frontline and supervisory) costs, for training this could be staff or sessions, for measures it would be the types and costs of measures and for debt assistance would also include the monies allocated to assist with/cancel debt.
- ➔ **Other Costs** - provide information of all other costs associated with the initiative eg central admin/overhead costs; Web/ IT costs; Publicity; etc.
- ➔ This information can be provided in the box below or on a spreadsheet attached

4 Value For Money

4.1 Provide detail on Project costs (please also refer to attached spreadsheet to provide detailed cost breakdown)

Summary of Costs and any supporting narrative

4.1a) Provide information on how costs are derived or estimated

- ➔ Question: What are the outcomes or outputs being delivered?
- ➔ Instructions: This section should provide an understanding of the number of customers being reached; the number of posts, sessions etc being delivered; if measures the number and type of measures to be provided.
- ➔ It is helpful if headline amounts or costs can be highlighted for each activity. This assists with the across to the next section Value for Money.

4.2 Provide summary data on Service being provided (in support of attached spreadsheet)

a) Number of customers targeted (for training provide no of trainees)

b) Number of posts/hours/sessions funding covers

c) Number and type of measures

d) Amount of £ to debt assistance/write off

4.3 Other information to Support Value for Money

Provide any other information that will assist in evidencing value for Money eg amount of benefits accessed; other funding accessed for measures; potential savings to customer's fuel/energy costs etc.

- ➔ Question: What Governance structures are in place to oversee the WHD and this Initiative in particular?
- ➔ Instructions: This section should outline the Governance structures for the WHD in general and this initiative in particular. It should show the director/chief officer structure responsible for overseeing the programme and the links and detail of the operational WHD team.
- ➔ If a Trust or a partnership is part of the delivery mechanism the governance structure of these should also be described.
- ➔ Organograms or process maps can be attached as appendices to describe the governance in place.

5 Governance and Management Controls

5.1 Outline Supplier Governance Structure for this Initiative

5.2 If applicable outline governance structures for :- a) partnership initiatives b) trusts

- ➔ Question: What Management controls are in place to monitor the Initiative?
- ➔ Instructions: This section should provide the detail of the management controls that are in place between the supplier and delivery organisation(s)

5.3 Provide detail of the types of agreements or contracts that exist between the

supplier and its partners and/or delivery organisations

5.4 Evidence of best value: Provide information about the procurement of the delivery agent, if a tendering process was not used please explain how the delivery agent is best placed to deliver the initiative.

- ➔ Question: What Management controls are in place to monitor the Initiative (cont)?
- ➔ Instructions: This section should provide or explain the processes that are in place to monitor the initiative. This can include as appendices procedures or process maps used by the delivery organisation; record keeping and databases that are in place; occurrence of monitoring meetings and the frequency of these; and reports that the supplier receives on activity and spend and any other information that may be considered helpful.
- ➔ Summary detail and time of any audit activity

5.5 Explain and or show the processes that are in place to both ensure 'control' and to monitor the outcomes/puts of the initiative .

5.6 Provide information on any planned audit of this activity or supply summary details of any audit completed within the past 12 months.

- ➔ Question: What Fraud prevention measures will be in place?
- ➔ Instructions: This section allows you to demonstrate how you plan to minimise the risk of misuse of the funding you commit to the proposed activity and/or misrepresentation of the outcomes delivered from it.



5.7 Fraud prevention controls
5.8 Details of how the above controls are tested or assurance of their effectiveness.

➔ Declaration

Name of your organisation

Confirm that you are authorised by your organisation to submit this application to us and that you understand the obligations under the Warm Home Discount Scheme 2011.

Title Forename Surname

Position or job title

Date

Supporting Appendices and Documentation	

Additional Notes

2	Target Fuel Poor
2.1	<p>The WHD Regulations look to ensure as far as practically possible that “the benefits provided under this scheme are provided wholly or mainly to persons in fuel poverty or at risk of fuel poverty”.</p> <p>The Impact statement (DECC 00027) and more recently the Hill review have provided analysis and information on Fuel Poverty. Specifically the impact statement showed the strong correlation between low incomes and fuel poverty. The Hill Review and the Impact Assessment showed the groups of people most adversely affected by fuel poverty and living in cold homes to be :-</p> <ul style="list-style-type: none"> • older people • young children • long-term sick and disabled
2.2	<p>Initiatives can also employ the use of the recognised Fuel Poverty measure of energy costs; income being greater than 1:10; it should be noted that this should be targeted at those on low incomes.</p>
3	Aligns with Schedule 4

<p>3.1</p>	<p>This section should show which activities of Schedule 4 of the WHD regulations that the initiative is delivering:-</p> <ul style="list-style-type: none"> • referrals • benefit entitlement checks • measures • energy efficiency advice • training • debt assistance
<p>3.2</p>	<p>As the supplier provides or describes the detail of particular activities the narrative should ensure the following information is also provided:-</p> <p>Referrals</p> <p>A description of how the service is being delivered should include:</p> <ul style="list-style-type: none"> • The type of referral • Is the organisation making referrals as part of a more general advice service or is it 'searching' specifically for the referrals listed in a) • Is the service a telephone service, a web service or one delivered through surgeries or sessions • Does the service include simple referrals to the supplier or does it involve assistance with completing documentation • If Broader Group or Cert referrals then information showing that the organisation is applying at least the same processes as the supplier. • Details of fraud prevention measures in place. <p>Benefit Entitlement Checks</p> <ul style="list-style-type: none"> • Is the organisation carrying out checks as part of a wider advice service or is it only dealing/set up for checks • Is the service a telephone service, a web service, 1:1, or one delivered through surgeries or sessions • The anticipated or if based on a previous service number of beneficiaries and the total and average awards attracted. <p>Energy Efficiency Measures</p> <ul style="list-style-type: none"> • Provide details of energy efficiency measures being provided and their costs • Provide details of the assessment and installation process and the organisation(s) that carrying this out. • Provide information on why the delivery organisations are best placed to fulfil their roles • Confirm that there is no overlap or duplication with other obligations and provide information on how the suppliers processes mitigate this • Provide robust Value for Money and energy saving information on the benefits gained by the fuel poor beneficiaries of the scheme, either based on similar or previous initiatives or detail how this evidence will be collected • Detail the procedures that are in place to minimise fraud

	<p>Energy Efficiency Advice</p> <ul style="list-style-type: none"> • Is the energy advice a standalone service or is it being provided as part of a wider support and advice service • Is the service a telephone service, a web service, 1:1, or one delivered through surgeries or sessions • If the advice service is an 'open' service explain how the initiative is targeted or filters to ensure the service is mostly reaching those who are fuel poor or at the risk of fuel poverty. • Provide information on the content of the advice • If the initiative is based on a similar or previous project it would be useful if data on the numbers and profiles of people receiving advice and any follow up information on the impact/difference that the advice has made. <p>Training to provide Energy Efficiency Advice</p> <ul style="list-style-type: none"> • Provide or draw out the link between the training courses/places and targeting or ensuring that the fuel poor or those at risk of fuel poverty are the 'final' beneficiaries of the raining. • Provide information on why the delivery organisation(s) is best placed to deliver the training • Provide information on the content of the course, the number of sessions and attendees. • The outcomes and monitoring and reporting in place <p>Debt Assistance</p> <ul style="list-style-type: none"> • Detail the type of assistance being provided • Detail the supplementary service that is provided to show that the debt assistance is part of a wider package aimed at long term and/or sustainable relief from fuel poverty. • Confirm that the assistance is for domestic gas or electricity costs. • Provide information that shows how the assistance is accessed by those on low incomes and fuel poor.
3	Value for Money
3.1	<p>Regulation 27 (3)(c) requires that we are satisfied that the initiative will provide Value for Money. We request full information to be provided on the costs of the initiative as per the attached spreadsheet. We use this information to check that the items or budget lines are reasonable and in line with the service type notified and the commensurate WHD activities and targeting. We also use the information to assess that the costs incurred, in particular administration costs, are in line with the type of service provided and comparable to similar services.</p>

Warm Home Discount: Value for Money Breakdown

PART ONE: Administration

Ref Note	Inputs	Total Cost	Item Description	Number	Outputs Detail	Outcomes
Note 1	Staff	£	FTE staff			
Note 2	Overheads	£				
Note 3	Equipment	£				
	IT					
	other equipment					
Note 4	Training	£				
Note 5	Publicity/Comms info	£				
Note 6	Other	£				
	TOTAL	£				

General Notes

This section sheet should be completed for any Industry Initiative where administration costs are being counted toward II obligation. It is likely that for Activities such as Referrals, Benefits Checking, Energy Advice and Training this is the only sheet that will need to be completed.

Examples of Outputs are:- for Training, Number of people trained, Number of Training sessions, For Energy Advice it would be No. of People reached/advised, for Referrals and Benefits checks the No. of customers referred/provided with checks and £ value associated with input.

Examples of Outcomes are:- For Training the number of householders that will benefit (per annum), for energy advice referrals and benefit checks, relief/reduce from fuel poverty. This list is not exhaustive.

For Industry Initiatives that relate to Debt Assistance or Measures this section should be completed only if the associated administration costs are being counted toward the a suppliers obligation.

For Industry Initiatives involving Multiple Activities the headings listed above can/should be replicated to reflect separate elements if applicable.

Specific Notes

- 1** This should be the direct staff costs i.e. those associated with the delivery of the service being funded.
- 2** These costs are those associated with central admin or corporate costs. They would include central admin/senior manager costs, accom costs, general admin.
- 3** Some projects require specific equipment to deliver their service e.g. IT or health and safety equipment etc, please complete if applicable and itemise other items
- 4** Some projects require training input as part of their start up please complete if applicable.
- 5** Some projects require publicity or other communications as part of their project please complete if applicable.
- 6** Industry Initiatives are varied therefore if there are aims or costs not covered by the above please add as applicable.

Warm Home Discount: Value for Money Breakdown					
PART TWO: Measures					
Measure Supplied	Average Cost Per Item	Item Description	Number	Outputs detail	Outcomes
<i>E.g. Home Installation</i>	£				
<i>E.g. Equipment</i>	£				
<i>E.g. Energy Efficient Appliances</i>	£				
TOTAL	£				
Total Sum Allocated to Provision of Measures per Scheme Year					
1. £	2. £				
3. £	4. £				

Warm Home Discount: Value for Money Breakdown

PART THREE: Debt Assistance

Ref Note	Inputs	Input Detail	Number	Output detail	Outcomes
Note 1	List Award Income Bandings				
Note 2	Total Range of Incomes				
Note 3	List Award Bandings				
Note 4	Total Range of Awards				
	Total Number of Applications				
	Total Number of Awards				
Total Sum Allocated to Provision of Debt Clearance		£			

Additional Information

Note 5	Number of Applicants Receiving Energy Advice	
Note 5	Number of Applicants Receiving Benefits Checks	
Note 5	Number of Applicants Referred for Other Financial Assistance	

Specific Notes

- 1** Please provide additional information on your Debt Assistance fund by providing no of awards per income band e.g. <£6000; £6001-£9000 etc or if preferred provide separately
- 2** Provide overall range of incomes of awarded
- 3** Please provide additional information on your Debt Assistance fund by providing no of no of awards/grants by award band e.g. <£200; £201-£500 etc or if preferred provide separately
- 4** Provide overall range of awards/grants of awarded
- 5** Please provide this additional information if available. Please add the note about whether this advice is a cost counted towards the obligation or a supplementary service .

3. Core Group EoY reporting template

Warm Home Discount scheme year 2 end of year report - core group rebate	
Please provide all monetary values including VAT	
	Pre-populated by Ofgem
	Information required for compliance assessment
	Other information
<div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> 1. Supplier & scheme element details </div>	
a) Supplier group (name):	
b) Compulsory scheme electricity supplier(s) (name):	
c) Licence number(s):	
d) Ofgem reference:	
<div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> 2. Spend </div>	
a) Total spend on core group element(<u>not</u> considering reconciliation)	
<i>The number of core group customers provided a rebate multiplied by the prescribed rebate value of £130</i>	
<div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> 3. Rebates </div>	
a) Total number of core group customers provided a rebate	
b) Total number of core group customers provided a rebate as a result of receiving the customer information in the 'matched' file from the Secretary of State.	

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c) Total number of core group customers provided a rebate as a result of receiving the customer information in the data transfers from the Secretary of State call centre
d) Number of properties who received more than one core group rebate
<i>Where the information is readily available, it would be helpful to have some detail of why you think this might be? e.g. two account holders, but non partners.</i>
e) Please confirm that for all core group customers specified by the Secretary of State on or before 1 March 2013, rebates were provided by 31 March 2013 (unless an exception was applied).
y/n
f) Please confirm that for all core group customers specified by the Secretary of State after 1 March 2013 and by 31 March 2013, rebates were provided within 30 days of receiving the customer information from the Secretary of State (unless an exception was applied).
y/n
g) Please confirm that for all customers specified by the Secretary of State after 1 March 2013 and by 31 March 2013, rebates were treated as being provided in scheme year 2.
y/n
h) Please confirm that all customers whom you were unable to identify as a core group customer, were returned to the Secretary of State within 30 days. If not how many were not returned within these timescales? Please also note any reasons why these were not returned within timescales.
y/n
4. Exceptions
a) Total number of core group customers where you think the following exception should apply - determined by the Secretary of State under Regulation 8.
(A): a core group customer is deceased, that customer's account with its electricity supplier is closed, and the supplier has been unable to contact the customer's executor or a relative of the customer
b) Please explain the efforts taken to provide the rebate in each case, before exception (A) was determined
<i>Use a separate sheet / Word document if necessary</i>

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c) Total number of core group customers where you think the following exception should apply - determined by the Secretary of State under Regulation 8.

(B): a core group customer has closed their account with the electricity supplier and no forwarding address has been provided to that electricity supplier

d) Please explain the efforts taken to provide the rebate in each case, before exception (B) was determined

Use a separate sheet / Word document if necessary

e) No other exceptions have been determined by the Secretary of State. However were there any other cases where you could not provide a rebate to a core group customer and you feel that an exception should have been available? Please describe the circumstance, give the number of core group customers in each circumstance and give details of what you were able to do. Please do not include any 'v' case exceptions where DECC has made separate arrangements.

Use a separate sheet / Word document if necessary

5. Payment method

a) Please confirm that all rebates were provided by one of the methods listed in Regulation 7(3)

y/n

6. Notification

a) Please confirm that all core group customers were notified that the rebate was provided as part of the Warm Home Discount scheme, as per Regulation 7(5)

y/n

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7. Audit	
a) Please confirm that the information provided in this report has been verified through an audit process.	
y/n	
b) Please outline who undertook the audit, when it was undertaken and the assurance rating on this activity. (If verified by an audit not commissioned by Ofgem, please attach the audit report to this submission).	
8. Declaration	
a) I am authorised to submit this report and can confirm that the information above is true and accurate and has been verified by an internal process. I am aware that it is a criminal offence in giving information to Ofgem to knowingly or recklessly make a false statement. I am aware that the offence is punishable by conviction..	y/n
b) Name:	
c) Position:	
d) Date:	

4. Broader Group EoY reporting template

Warm Home Discount scheme year 2 end of year report - broader group rebate	
Please provide all monetary values including VAT	
	Pre-populated by Ofgem
	Information required for compliance assessment
	Other information
	Calculated using other fields
1. Supplier & scheme element details	
a) Supplier group (name):	
b) Compulsory scheme electricity supplier(s) (name):	
c) Licence number(s):	
d) Broader group scheme name:	
e) Ofgem reference:	
2. Spend	
a) Non-core spending obligation	
b) Minimum broader group spend	
c) Actual broader group spend	
<i>The number of broader group customers provided a rebate multiplied by the prescribed rebate value of £130</i>	
d) Explanation if actual spend is below minimum spend	

WHD Supplier Guidance Annex: Notification and End of Year Reporting templates

3. Rebates
a) Minimum number of rebates that are required to be provided (rounded up)
b) Number of broader group customers provided a rebate
4. Eligibility Criteria
a) Please confirm that the eligibility criteria used were the same as those in the approved scheme notification(s) and approved amendment(s)
y/n
b) Please confirm that the quality controls outlined in the notification have been applied.
y/n
5. Verification measures
a) Please confirm that the verification measures used were the same as those in the approved scheme notification(s) and approved amendment(s)
y/n
b) Number of broader group customers who passed the documentary evidence check
c) Number of broader group customers required to pass the documentary evidence check
<i>5% of total broader group customers provided a rebate</i>
0.00
d) Number of customers who failed the documentary evidence check and therefore were not provided with a rebate.
e) Number of customers who did not return the documentary evidence in order for the check to be carried out and were therefore not provided with a rebate

WHD Supplier Guidance Annex: Notification and End of Year Reporting templates

6. Payment method	
a) Please confirm that all rebates were provided by one of the methods listed in Regulation 20(2)	
y/n	
7. Notification	
a) Please confirm that all broader group customers were notified that the rebate was provided as part of the Warm Home Discount scheme, as per Regulation 20(4).	
y/n	
8. Audit	
a) Please confirm that the information provided in this report has been verified through an audit process.	
y/n	
b) Please outline who undertook the audit, when it was undertaken and the assurance rating on this activity. (If verified by an audit not commissioned by Ofgem, please attach the audit report to this submission).	
9. Declaration	
a) I am authorised to submit this report and can confirm that the information above is true and accurate and has been verified by an internal process. I am aware that it is a criminal offence in giving information to Ofgem to knowingly or recklessly make a false statement. I am aware that the offence is punishable by conviction..	y/n
b) Name:	
c) Position:	
d) Date:	

5. Industry Initiative EoY reporting template

Warm Home Discount scheme year 2 end of year report - industry initiative	
Please provide all monetary values excluding VAT.	
	Pre-populated by Ofgem
	Information required for compliance assessment
	Other information
1. Supplier & scheme element details	
a) Supplier group (name):	
b) Compulsory scheme electricity supplier(s) (name):	
c) Licence number(s):	
d) Industry initiative (name):	
e) Ofgem reference:	
2. Spend	
a) Non-core spending obligation	
b) Industry initiative cap	
c) Spend on initiative	
d) Spend to be attributed towards Warm Home Discount	
e) Explanation for any variance (+/-5%) between the projected and actual Warm Home Discount activity spend	

WHD Supplier Guidance Annex: Notification and End of Year Reporting templates

3. Targeting

a) Please confirm that the targeting of fuel poor is the same as that in the approved scheme notification

y/n

Referring to the approved notification and the associated Warm Home Discount scheme notification approval letter, please provide the following information:- **[The information required will be tailored to each initiative]**

b) e.g. Number of beneficiaries within certain group...

c) Number of... / Confirmation of...

4. Activities

a) Please confirm that the activity carried out is in line with what was agreed in the scheme notification

y/n

b) Please confirm that the spending was not incurred pursuant to a requirement in any other enactment, or in a electricity supply or gas supply licence.

y/n

c) Please confirm that the spending is not counted towards a spending obligation or target imposed by any other enactment, or by an electricity supply or gas supply licence

y/n

d) Please confirm that the activities carried out fall within the first column of the table in Schedule 4 of the Warm Home Discount Regulations, and do not fall within an exception in the second column.

y/n

Referring to the approved notification and the associated WHD scheme notification approval letter, please provide the following information:- **[The information required will be tailored to each initiative]**

a) Cost of....

b) Number of beneficiaries...

c) Value of

WHD Supplier Guidance Annex: Notification and End of Year Reporting templates

5. Value for money	
Referring to the approved notification and the associated WHD scheme notification approval letter, please provide the following information:- [The information required will be tailored to each initiative]	
a)	
b) ...	
c)	
6. Audit	
a) Please confirm that the information provided in this report has been verified through an audit process.	
y/n	
b) Please outline who undertook the audit, when it was undertaken and the assurance rating on this activity. (If verified by an audit not commissioned by Ofgem, please attach the audit report to this submission).	
7. Declaration	
a) I am authorised to submit this report and can confirm that the information above is true and accurate and has been verified by an internal process. I am aware that it is a criminal offence in giving information to Ofgem to knowingly or recklessly make a false statement. I am aware that the offence is punishable by conviction..	
y/n	
b) Name:	
c) Position:	
d) Date:	

6. Legacy spending (tariff) EoY reporting template

Warm Home Discount scheme year 2 end of year report - legacy spending discounted tariff	
Please provide all monetary values excluding VAT.	
	Pre-populated by Ofgem
	Information required for compliance assessment
	Other information
	Calculated using other fields
1. Supplier & scheme element details	
a) Supplier group (name):	
b) Compulsory scheme electricity supplier(s):	
c) Licence number(s):	
d) Connected scheme gas supplier(s):	
e) Licence number(s):	
f) Discounted tariff name:	
g) Ofgem reference:	
2. Spend	
a) Non-core spending obligation:	
b) Legacy spending cap	
c) Total spend on this discounted tariff:	

WHD Supplier Guidance Annex: Notification and End of Year Reporting templates

3. Tariff details													
a) Are there any changes to how the tariff works from 2010-11. If yes, please detail:													
b) Please confirm that the methodology and process for identifying, recording and calculating the legacy tariff has not changed from that used for scheme year 1.													
c) Reference tariffs designated by Ofgem													
4. Eligibility													
a) Please confirm that there were no changes to the eligibility criteria used in the final year of the voluntary commitment. If this is not the case, please provide the details:													
y/n													
b) Were new customers assessed as eligible and added to the tariff in the scheme year? If yes, how many?													
5. Customer numbers													
a) Please confirm that the number of customers receiving benefits is not larger than those receiving benefits under the Voluntary Commitment.													
y/n													
b) Please provide the total number of customer accounts that benefited from the tariff in the scheme year. For dual fuel, customer accounts should be counted for both electricity and gas. The count should cover all unique accounts that benefited at some point in the scheme year, including those that may have joined or left the tariff part way through the scheme year.													
<table border="1"> <thead> <tr> <th>Fuel type</th> <th>Customer accounts</th> </tr> </thead> <tbody> <tr> <td>Electricity only</td> <td></td> </tr> <tr> <td>Gas only</td> <td></td> </tr> <tr> <td>Dual fuel (electricity)</td> <td></td> </tr> <tr> <td>Dual fuel (gas)</td> <td></td> </tr> <tr> <td>Total</td> <td></td> </tr> </tbody> </table>		Fuel type	Customer accounts	Electricity only		Gas only		Dual fuel (electricity)		Dual fuel (gas)		Total	
Fuel type	Customer accounts												
Electricity only													
Gas only													
Dual fuel (electricity)													
Dual fuel (gas)													
Total													

WHD Supplier Guidance Annex: Notification and End of Year Reporting templates

c) For each combination of fuel type and payment method, state how many customers were on the discounted tariff in on the last day of each month. Here, a dual fuel account should be counted once, in contrast to the previous table.

	Electricity only			Gas only			Dual fuel		
	DD	SC	PPM	DD	SC	PPM	DD	SC	PPM
April									
May									
June									
July									
August									
September									
October									
November									
December									
January									
February									
March									

6. Consumptions

a) Please provide the average consumption for all customers on the discounted tariff for the scheme year. The electricity and gas consumptions of dual fuel customers should also be included in the average.

Fuel type	Consumption (kwh)
Electricity	3300
Gas	16500

7. Monthly prices

a) Please provide the price on the last day of each month for the reference tariff and the discounted tariff. A price should be given for each combination of fuel type and payment type. Record the values of each price component (e.g. standing charges, no-standing charge rates, dual fuel discounts) in the table, separated by a forward slash. Use the field at the bottom to describe the price components. Where dual fuel is a combination of the electricity only and gas only prices, this can be noted as such in the dual fuel table. Examples are shown.

Where either a standing charge and two-tier option are provided as standard, please record the standing charge option.

Where there are regional variations in price, the average of the prices in all regions where customers are on the tariff should be used - this should not be weighted by the number of customers in each region

WHD Supplier Guidance Annex: Notification and End of Year Reporting templates

Reference tariff - Electricity only			
	Direct debit	Standard Credit	Prepayment
April	0.1856 / 0.1356 / -5%	0.3049 / 0.1356	0.1856 / 0.1445
May			
June			
July			
August			
September			
October			
November			
December			
January			
February			
March			
Description of the pricing components represented above			
DD	Price per kwh for first 225kwhs per quarter (£) / price per kwh all remaining kwhs (£) / DD discount		
SC	Standing charge per day (£) / price per kwh (£)		
PPM	Price per kwh for first 225kwh per quarter / price per kwh all remaining kwhs		
Reference tariff - Gas only			
	Direct debit	Standard Credit	Prepayment
April	0.1856 / 0.1356 / -5%	0.3049 / 0.1356	0.1856 / 0.1445
May			
June			
July			
August			
September			
October			
November			
December			
January			
February			
March			
Description of the pricing components represented above			
DD	Price per kwh for first 225kwhs per quarter (£) / price per kwh all remaining kwhs (£) / DD discount		
SC	Standing charge per day (£) / price per kwh (£)		
PPM	Price per kwh for first 225kwh per quarter / price per kwh all remaining kwhs		

WHD Supplier Guidance Annex: Notification and End of Year Reporting templates

Reference tariff - Dual fuel			
	Direct debit	Standard Credit	Prepayment
April	electricity only / gas only / -£50 / -5%	electricity only / gas only / -£50	electricity only / gas only
May			
June			
July			
August			
September			
October			
November			
December			
January			
February			
March			
Description of the pricing components represented above			
DD	electricity only price as above / plus gas only prices as above / dual fuel discount / direct debit discount		
SC	electricity only price as above / plus gas only prices as above / dual fuel discount		
PPM	electricity only price as above / plus gas only prices as above		
Discounted tariff - Electricity only			
	Direct debit	Standard Credit	Prepayment
April			
May			
June			
July			
August			
September			
October			
November			
December			
January			
February			
March			
Description of the pricing components represented above			
DD			
SC			
PPM			

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Discounted tariff - gas only			
	Direct debit	Standard Credit	Prepayment
April			
May			
June			
July			
August			
September			
October			
November			
December			
January			
February			
March			
Description of the pricing components represented above			
DD			
SC			
PPM			
Discounted tariff - dual fuel			
	Direct debit	Standard Credit	Prepayment
April			
May			
June			
July			
August			
September			
October			
November			
December			
January			
February			
March			
Description of the pricing components represented above			
DD			
SC			
PPM			

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8. Average annual bills

Please provide an average annual bill for each price recorded in Section 7. An average annual bill should be given for each combination of fuel type and payment type. Each average annual bill should assume that the price on the last day of the month remains unchanged for that year and the annual consumptions are those recorded in Section 6. Where there are regional variations in price, the average of the prices in all regions where customers are on the tariff should be used to calculate the average annual bill - this should not be weighted by the number of customers in each region.

The columns to the right and tables below will calculate the value of the discount for each fuel type as described in Schedule 3 Part 2.

	a) Electricity only						Total
	Reference tariff (£)			Discounted tariff (£)			
	DD	SC	PPM	DD	SC	PPM	
April							0.00
May							0.00
June							0.00
July							0.00
August							0.00
September							0.00
October							0.00
November							0.00
December							0.00
January							0.00
February							0.00
March							0.00

	Avg	Weight	Total
Apr-Jun	0.00	20%	0.00
Jul-Sep	0.00	20%	0.00
Oct-Dec	0.00	30%	0.00
Jan-Mar	0.00	30%	0.00

Total electricity only	0.00
------------------------	------

WHD Supplier Guidance Annex: Notification and End of Year Reporting templates

b) Gas only							Total
Reference tariff			Discounted tariff				
DD	SC	PPM	DD	SC	PPM		
April						0.00	
May						0.00	
June						0.00	
July						0.00	
August						0.00	
September						0.00	
October						0.00	
November						0.00	
December						0.00	
January						0.00	
February						0.00	
March						0.00	

	Avg	Weight	Total
Apr-Jun	0.00	15%	0.00
Jul-Sep	0.00	10%	0.00
Oct-Dec	0.00	35%	0.00
Jan-Mar	0.00	40%	0.00

Total gas only	0.00
----------------	------

c) Dual fuel							Total
Reference tariff			Discounted tariff				
DD	SC	PPM	DD	SC	PPM		
April						0.00	
May						0.00	
June						0.00	
July						0.00	
August						0.00	
September						0.00	
October						0.00	
November						0.00	
December						0.00	
January						0.00	
February						0.00	
March						0.00	

	Avg	Weight	Total
Apr-Jun	0.00	20%	0.00
Jul-Sep	0.00	15%	0.00
Oct-Dec	0.00	30%	0.00
Jan-Mar	0.00	35%	0.00

Total dual fuel	0.00
-----------------	------

WHD Supplier Guidance Annex: Notification and End of Year Reporting templates

9. Total spend counted by Compulsory Scheme Electricity Supplier	
a) Electricity only	0.00
b) Gas only	0.00
c) Dual fuel	0.00
d) Total	0.00
10. Audit	
a) Please confirm that the information provided in this report has been verified through an audit process.	
y/n	
b) Please outline who undertook the audit, when it was undertaken and the assurance rating on this activity. (If verified by an audit not commissioned by Ofgem, please attach the audit report to this submission).	
11. Declaration	
a) I am authorised to submit this report and can confirm that the information above is true and accurate and has been verified by an internal process. I am aware that it is a criminal offence in giving information to Ofgem to knowingly or recklessly make a false statement. I am aware that the offence is punishable by conviction..	y/n
b) Name:	
c) Position:	
d) Date:	

7. Legacy spending (rebate) EoY reporting template

Warm Home Discount scheme year 2 end of year report - legacy spending rebates	
Please provide all monetary values excluding VAT.	
	Pre-populated by Ofgem
	Information required for compliance assessment
	Other information
	Calculated using other fields
1. Supplier & scheme element details	
a) Supplier group (name):	
b) Compulsory scheme electricity supplier(s):	
c) Licence number(s):	
d) Connected scheme gas supplier(s):	
e) Licence number(s):	
f) Rebate name:	
g) Ofgem reference:	
2. Spend	
a) Non-core spending obligation:	
b) Legacy spending cap:	
c) Total spend on this rebate:	
	0

WHD Supplier Guidance Annex: Notification and End of Year Reporting templates

3. Rebate details	
a) Are there any changes to how the rebate works from 2010-11. If yes, please detail:	
4. Eligibility	
a) Please confirm that there were no changes to the eligibility criteria used in the final year of the voluntary commitment. If this is not the case, please provide the details:	
b) Were new customers assessed as eligible for the rebate in the scheme year? If so, how many?	
y/n	
5. Rebates	
Rebates to electricity accounts	
a) Total number of electricity rebates provided:	
b) If set value(s), the value(s) of each rebate:	
c) If variable values, the average value:	
d) If variable values, the range of values:	
e) Total value of all electricity rebates:	
f) Total number of electricity customer accounts provided rebate(s):	
Rebates to gas accounts	
g) Total number of gas rebates paid (GB):	
h) If set value(s), the value(s) of each rebate:	
i) If variable values, the average value:	
j) If variable values, the range of values:	
k) Total value of all gas rebates	
l) Total number of gas customer accounts provided rebate(s):	

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6. Total spend	
a) Electricity	0
b) Gas	0
c) Total	0
7. Audit	
a) Please confirm that the information provided in this report has been verified through an audit process.	
y/n	
b) Please outline who undertook the audit, when it was undertaken and the assurance rating on this activity. (If verified by an audit not commissioned by Ofgem, please attach the audit report to this submission).	
8. Declaration	
a) I am authorised to submit this report and can confirm that the information above is true and accurate and has been verified by an internal process. I am aware that it is a criminal offence in giving information to Ofgem to knowingly or recklessly make a false statement. I am aware that the offence is punishable by conviction.	y/n
b) Name:	
c) Position:	
d) Date:	

8. Non-core spending totals EoY reporting template

Warm Home Discount scheme year 2 end of year report - non-core spending totals	
	Pre-populated by Ofgem
	Information required for compliance assessment
	Other information
	Calculated using other fields
1. Supplier details	
a) Supplier group (name):	
b) Compulsory scheme electricity supplier(s):	
c) Licence number(s):	
2. Broader group total	
a) Total broader group spending	0
3. Industry initiative total	
a) Initiative 1	0
b) Initiative 2	
c) Initiative 3	
d) Initiative 4	
e) Total industry initiative spending	0
f) Industry initiative spending limit	

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4. Legacy spending total	
a) Discounted tariff 1	0
b) Discounted tariff 2	
c) Rebate 1	0
d) Rebate 2	
e) Total legacy spending	0
f) Legacy spending limit	0

5. Industry initiative and legacy spending combined total	
a) Total industry initiative and legacy spending combined	0
b) Industry initiative and legacy spending combined limit	0

6. Legacy spending customer numbers total			
<p>a) To calculate the number of unique customer accounts who benefited under legacy spending, please provide adjusted figures for legacy spending which de-duplicate customer accounts receiving more than one legacy product. For example, provide the number of customer accounts who received Discounted tariff 1. For discounted tariff 2 subtract the number who also received discounted tariff 1. For rebate 1 subtract those that also had either discounted tariff 1 or discounted tariff 2, and so on. Gas and electricity accounts are treated separately.</p>			
Legacy product - electricity	Accounts	Accounts after de-duplication	De-duplication comment
Discounted tariff 1 (electricity only)	0		
Discounted tariff 1 (dual fuel electricity)	0		
Discounted tariff 2 (electricity only)			
Discounted tariff 2 (dual fuel electricity)			
Rebate 1 - electricity	0		
Rebate 2 - electricity			
Total electricity customer accounts	0	0	

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Legacy product - gas	Accounts	Accounts after de-duplication	De-duplication comment
Discounted tariff 1 (gas only)	0		
Discounted tariff 1 (dual fuel gas)	0		
Discounted tariff 2 (gas only)			
Discounted tariff 2 (dual fuel gas)			
Rebate 1 - gas	0		
Rebate 2 - gas			
Total gas customer accounts	0	0	
Total legacy spending customers		0	
Legacy spending customer limit (based on 10/11)		0	
7. Total spend			
a) Non-core spending	0		
b) Non-core spending obligation	0		
8. Spend by geography			
a) Please provide total spend for England, Scotland and Wales for the direct support provided through core group rebates, broader group rebates, discounted tariffs and legacy rebates.			
England	0		
Scotland	0		
Wales	0		
b) Are you using postcodes or PES areas to distinguish England / Scotland / Wales customers?			

WHD Supplier Guidance Annex: Notification and End of Year Reporting templates

9. Declaration

a) I am authorised to submit this report and can confirm that the information above is true and accurate and has been verified by an internal process. I am aware that it is a criminal offence in giving information to Ofgem to knowingly or recklessly make a false statement. I am aware that the offence is punishable by conviction..	y/n
---	-----

b) Name:	
----------	--

c) Position:	
--------------	--

d) Date:	
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