

Question 1. Do you consider the funding split between the Main Fund, Innovation Fund and Decarbonisation Fund to be appropriate? It would be an acceptable level for schemes past but moving forward with the decarbonisation agenda growing and the innovation needed to achieve that I would suggest an increase to 25% for innovation and decarbonisation and the residual 50% for the main fund.

Question 2. Do you consider the proportionate funding split between vulnerable consumers and all energy consumers to be appropriate? i.e. 70% to vulnerable consumers and a total of 30% to all energy consumers. Yes in fact that could in could be increased. The innovation and decarbonisation suggested increases above could request 50% of those involved to be from a vulnerable position.

Question 3. Should a fuel voucher fund remain a permanent feature of the overall Energy Redress Scheme, so that it can react quickly to specific crises? Dependant on the impact that these have had. If they are proving to be of critical benefit then yes. If not what other interventions could be used to assist such as money advice switching etc.

Question 4. If a fuel voucher fund is set up, what type of consumer should be eligible to apply for these vouchers? e.g. vulnerable consumers, pre-payment meter consumers. Money management competitive energy costs and consumer visibility is key to these matters. Im not sure how competitive pre-payment meters are these days but consumers with the lowest income need to be making the most of agile tariffs understanding of making the most of these opportunities and combined with storage facilities to capture the lowest cost options. Perhaps an underwritten fund from Ofgem to enable those who struggle to access these options along with training would make a greater impact than a simple hand out in difficult times?

Question 5. What are your views on expanding the applicant scope beyond charities and organisations that partner with charities? If you think the scope should be expanded, do you have any suggestions for how eligibility should be defined? (e.g. what legal structures/status should qualify? Should there be other qualifying criteria?) Charities are an intrinsic value to this scheme and provide an excellent customer facing service. There are however circumstances where they can also be a barrier to physical works due to legal and insurance factors. I work for a housing association Barcud in Mid Wales and we had a very interesting bid to present however due to the lead organisation CAB they were unable to cover off the legal and insurance position of physical measures under their current cover. My suggestion would be is that you include social landlords can bid together with a charity so that the barriers mentioned above will fall to the social landlord as we would always have the obligations of making good in a situation of failure.

Question 6. How did you find the application process?

Question 7. Did you have a good understanding of the eligibility criteria?

Question 8. Do you have any feedback on what would have made the process better?

Question 9. Should we consider any other areas regarding the Energy Redress Scheme? If so, please provide an outline explanation of your suggested area(s). If possible, please outline any associated benefits and costs with your suggestion(s).

Question 10. Do you have any other general comments or feedback you would like to provide? Encouraging the use of smart technology and the inclusion of monitoring in households who are engaged in these projects by using low energy and low cost devices to map the effectiveness of the interventions over the longer term. We are currently testing LoraWan technology to help identify

properties for temperature, humidity, Co2 as an instrument for welfare purposes. This could also be used as a flag for action should the readings be detrimental to health.

Another aspect that would assist applicants would be to have a fixed bidding periods in advance for minimum of 2 years. This would enable the opportunity of linking innovative or decarbonisation alongside planned and programmed works to maximise benefit and add value to your project in terms of match funding where possible.