

## Template for response to “Administration of the Boiler Upgrade Scheme” consultation

<p>This template relates to “Administration of the Boiler Upgrade Scheme” consultation and contains all the questions posed within the document. Through this template we’re aiming to collect your feedback on our proposals on how we will administer the Boiler Upgrade Scheme. We welcome your views and encourage you to respond to the questions on the questions that are of most interest. Please provide your contact details in the fields below. To respond, please provide your views in the space below the relevant question.</p>	
Organisation Name:	Pacifica Home Services
Organisational Type:	Renewables Installer
Completed by:	Erik Coates – Energy Services Director
Contact details:	<div style="background-color: black; width: 100%; height: 1.2em;"></div>
Confidential response:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Partially <input type="checkbox"/> Anonymous <input type="checkbox"/>

## Questions on the proposed administration of the Boiler Upgrade Scheme

1. Do you agree or disagree with the proposed approach to evidencing existing heating systems? If you disagree, please say why.
Yes
2. Do you agree or disagree with installers being the party to provide evidence to Ofgem regarding custom-build properties? If you disagree, please say why.
Yes
3. Is there any other evidence we should request to prove that properties are custom-build?
No
4. Do you agree or disagree with the proposed approach to evidencing that a property is not social housing? If you disagree, please say why.

In theory yes but it does not state what evidence you require, I take it it will be an installer declaration that to best of knowledge it is a social housing property	
5.	Do you agree or disagree with the proposal to use an API to access the information we need from a property's EPC? If you disagree, please provide alternative suggestions, including any evidence, to support your response.
	YES – but please bear in mind EPC are notoriously inaccurate depending on the reason they would done. Eg for a house sale "its assumed CWI" as it gives better EPC rating, for energy scheme it would be "assumed not filled" So installer may need a revised EPC to prove the actual insulation status
6.	Do you agree or disagree with the approach to administering insulation exemptions? If you disagree, please say why.
	Yes – this is industry standard
7.	Is there any other evidence that Ofgem should consider when determining the eligibility of a low carbon heating system?
	Yes – but they scheme should consider allowing ASHP hybrid solutions
8.	Do you agree or disagree with our proposed approach to evidencing whether a property is connected to the gas grid? If you disagree, please provide alternative suggestions, including any evidence, to support your response.
	Yes
9.	Do you agree or disagree with our proposed approach to evidencing whether properties are in a rural area? If you disagree, please provide alternative suggestions, including any evidence, to support your response.
	Yes
10.	Do you agree or disagree with our classification of parts that can and cannot be used before the heating system is first commissioned? If you disagree, please say why.
	Yes but your list is a little vague "relevant parts which are not excepted components"?
11.	Do you agree that the 'authorised signatory' for business accounts should be an individual with legal authority to represent the organisation eg a Director, Chief Operating Officer, Chief Executive Officer or Company Secretary? If you disagree, please provide alternative suggestions, including any evidence, to support your response.

Yes
12. Do you agree or disagree with the proposed sets of user permissions? If you disagree, please provide alternative suggestions, including any evidence, to support your response.
Yes – an improvement on GHG
13. Should we collect other information contained on the quote for the purposes of assurance that the property owner has been consulted and reducing speculative applications?
Yes
14. Do you agree or disagree with the proposed approach to obtaining evidence of property owner consent? If you disagree, please say why.
Yes in the main, but we must have an alternative to email address as many older customer do not have or are able to use email address, this led to many delay and complaints. If you didn't have an email or access to internet you could not apply
15. Do you agree or disagree with the 7-day period for property owners to provide consent? If you disagree, please say why.
No – as above some customer do not have email /internet access, so an alternative comms strategy is required for vulnerable groups
16. Is there any additional information that you think should be included in the boiler upgrade voucher notification?
No
17. Do you agree or disagree with our proposed approach to issuing vouchers? If you disagree, please say why.
Yes but ofgem are proposing time lines on customer and installer but not suggesting SLA for issuing vouchers or how quickly they will respond to queries. This was problem on the GHG voucher scheme with customer waiting in some case months for vouchers, and no feedback on why vouchers had not been issued so applications could be amended
18. Do you agree or disagree with the proposed approach to administering applications for voucher redemption? If you disagree, please say why.
Yes in general but again SLA required on how quick vouchers will be processed and perhaps a web portal so installers can check progress of application, process stage payment and any outstanding issues. On GHG installers had no feedback on where vouchers were in the scheme and when they would be approved and paid. It made work and cash flow planning very difficult

19. Do you agree or disagree with weekly payment cycles? If you disagree, please set out why?
Yes, but as above feedback/statement on vouchers in the process in order to manage cash flow and redress any issues.
20. Do you agree or disagree that installers should be required to inform property owners about the possibility of audits at the application stage and to confirm this to Ofgem? If you disagree, please say why.
Yes that's fine
21. Do you agree or disagree with our proposed administration of withholding payments? If you disagree, please say why.
Yes but this should not be open ended, Ofgem should commit to a time frame for investigation and response. From experience on GHG this was difficult as installer were not given a reason or what was required to overturn/complete jobs
22. Do you agree or disagree with our proposed administration of offsetting payments and requiring repayments? If you disagree, please say why.
Yes but again not open ended reasonable time for investigation required
23. Do you agree or disagree with our proposed administration of the right of review? If you disagree, please say why.
Yes there subject to appeals process
24. How frequently would you like Ofgem to publish reports on vouchers issued and available budget? Please provide a frequency and your reasoning behind it.
Monthly, will suffice this will allow installers to forecast work flow and move resource should vouchers and funding look to be running out
25. What additional information could be included in the reports? Do you have any suggestions for additional information that could be included in reports, or on the format of the reports?
A key element missing from the GHG voucher report was the age of the WIP and how quick vouchers were being processed so installer could forecast and provide feedback on likely time scales for works. You literally had no idea when vouchers would be returned, and similarly on payments. It led to so much customer dissatisfaction and payment worries for installers. Perhaps a portal could be used, similar to home delivery companies so installed and customer could track progress, and be informed of any issues requiring resolution.