





## 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:	
Organisational Type:	
Completed by:	
Contact details:	
Confidential response:	Yes <input type="checkbox"/> No <input type="checkbox"/> Partially <input type="checkbox"/> Anonymous <input checked="" type="checkbox"/>

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

<p>1. Do you agree or disagree with the proposed approach to evidencing existing heating systems? If you disagree, please say why.</p>
<p>Disagree.</p> <p>Some planning to change to eligible boilers who are undertaking extensive renovations may not have retained their old boilers, having been removed months ago and being unaware at the time of removal of the requirements to evidence existing systems. These people should still have a mechanism to access the scheme – perhaps they can provide sufficient evidence by reference to energy bills (or oil purchases in the case of oil boilers) in relation to previous boiler type.</p>
<p>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.</p>
<p>3. Is there any other evidence we should request to prove that properties are custom-build?</p>

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.
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.
6. Do you agree or disagree with the approach to administering insulation exemptions? If you disagree, please say why.
7. Is there any other evidence that Ofgem should consider when determining the eligibility of a low carbon heating system?
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.
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.
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.
<p>Disagree.</p> <p>There seems to be a practical issue affecting those who are in the process of a home renovation which is or was due to finish shortly before or at the time of</p>

the Boiler Upgrade Scheme coming into effect. Those homeowners may have anticipated their project being completed in time to be eligible for the RHI scheme, and accordingly have an eligible heating system installed, only for a delay to their project outside of their control (especially in context of delays in material and labour caused by covid and/or Brexit) causing the project to be completed days or weeks after the RHI scheme. The result might be that they miss the deadline for the RHI scheme and be ineligible for the Boiler Upgrade Scheme because they have already had an otherwise eligible renewable heating system installed. It does not seem fair that those consumers should miss out on both the RHI scheme and the Boiler Upgrade Scheme.

There needs to be some mechanism to ensure either that these people are eligible for the RHI scheme (for example, if their heating system has been installed before 31 March even if other RHI paperwork has not been completed) and/or to ensure they are eligible to benefit from the Boiler Upgrade Scheme despite their new heating system having been fitted before they are able to apply under the Boiler Upgrade Scheme.

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.

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.

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?

14. Do you agree or disagree with the proposed approach to obtaining evidence of property owner consent? If you disagree, please say why.

15. Do you agree or disagree with the 7-day period for property owners to provide consent? If you disagree, please say why.



16. Is there any additional information that you think should be included in the boiler upgrade voucher notification?
17. Do you agree or disagree with our proposed approach to issuing vouchers? If you disagree, please say why.
Disagree. There should be some mechanism to ensure either that consumers who have otherwise eligible boilers installed shortly before the end of the RHI scheme, but who miss out on the RHI scheme due to a delay in completion of their project, do not also lose out on eligibility under the Boiler Upgrade Scheme.
18. Do you agree or disagree with the proposed approach to administering applications for voucher redemption? If you disagree, please say why.
Disagree. There should be some mechanism to ensure either that consumers who have otherwise eligible boilers installed shortly before the end of the RHI scheme, but who miss out on the RHI scheme due to a delay in completion of their project, do not also lose out on eligibility under the Boiler Upgrade Scheme.
19. Do you agree or disagree with weekly payment cycles? If you disagree, please set out why?
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.
21. Do you agree or disagree with our proposed administration of withholding payments? If you disagree, please say why.
22. Do you agree or disagree with our proposed administration of offsetting payments and requiring repayments? If you disagree, please say why.

23. Do you agree or disagree with our proposed administration of the right of review? If you disagree, please say why.
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.
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?