

## 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:	E.ON UK Plc on behalf of E.ON Installation Services Ltd
Organisational Type:	Scheme provider
Completed by:	Martin Coffey
Contact details:	<div style="background-color: black; width: 100%; height: 20px;"></div>
Confidential response:	Yes <input type="checkbox"/> No <input type="checkbox"/> Partially <input checked="" 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.
Agree
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.
Agree
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.

Agree
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.
Agree
6. Do you agree or disagree with the approach to administering insulation exemptions? If you disagree, please say why.
Agree
7. Is there any other evidence that Ofgem should consider when determining the eligibility of a low carbon heating system?
No
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.
Agree
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.
Agree
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.
Agree
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.

Agree
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.
Agree
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?
Whilst we fully support customer choice and would encourage customers to obtain other quotations, speculative applications should be avoided where possible as they drive administrative cost for Ofgem (therefore industry cost). Also, there won't be an accurate view of how many vouchers remain. We suggest that applications should be better qualified; i.e. the customer should have accepted Terms & Conditions with their chosen installer before an application is submitted. This would also encourage installers to ensure the quotation is as accurate as possible before application. Otherwise, given the complexity of these installations, there is a risk that in some circumstances customers would be given substantially changed figure once surveys, designs and quotations are finalised. This would also support customers trusting that the process is designed to provide them with realistic prices for comparison and understand the extent of the work involved to their property before progressing.
14. Do you agree or disagree with the proposed approach to obtaining evidence of property owner consent? If you disagree, please say why.
Agree
15. Do you agree or disagree with the 7-day period for property owners to provide consent? If you disagree, please say why.
Agree, we are supportive because the scheme allows re application if the customer cannot respond within 7 days.
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.
Agree

18. Do you agree or disagree with the proposed approach to administering applications for voucher redemption? If you disagree, please say why.
In paragraph 3.47 of the Proposed administrative approach, Ofgem ' <i>may request further information from installers to be satisfied that all the relevant conditions associated with the voucher are met</i> '. Can you provide further clarity on what that information could be, given that all of the information necessary to redeem the voucher will have been submitted.
19. Do you agree or disagree with weekly payment cycles? If you disagree, please set out why?
Agree
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.
Agree that we should inform property owners about the possibility of audits at the application stage. We can inform Ofgem at application that the information has been given.
21. Do you agree or disagree with our proposed administration of withholding payments? If you disagree, please say why.
Agree
22. Do you agree or disagree with our proposed administration of offsetting payments and requiring repayments? If you disagree, please say why.
Agree
23. Do you agree or disagree with our proposed administration of the right of review? If you disagree, please say why.
Agree
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.
As outlined in our response to Q13, we are concerned about speculative quotations. Therefore, we would propose weekly reporting until the rate of uptake is better understood and then the frequency could change to monthly. That would then align to monthly internal performance reviews of how the initiative is progressing.
If Ofgem have any research on what the volume uptake could be for these grants then that would be useful to inform our view of frequency of reporting.

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?

