

Warm Home Discount: Amendments to Guidance for Licensed Electricity Suppliers and Licensed Gas Suppliers [Version 3]

Appendix 3 – End of Year Reporting Template

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Warm Home Discount scheme year 3 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

1. Supplier & scheme element details

a) Supplier group (name):	
b) Compulsory scheme electricity supplier(s) (name):	
c) Licence number(s):	
d) Ofgem reference:	

2. Spend

a) Total spend on core group element.

The number of core group customers provided a rebate multiplied by the prescribed rebate value of £135.

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Warm Home Discount scheme year 3 end of year report - Core Group rebate

3. Rebates

a) Total number of core group customers provided a rebate in scheme year 3 from a scheme year 3 instruction.

b) Total number of core group customers provided a rebate in scheme year 3 from a scheme year 2 instruction.

c) 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.

d) 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.

e) Number of accounts which received more than one core group rebate.

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.

f) Number of accounts which received more than one rebate i.e. core and broader group.

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.

g) Please confirm that for all core group customers specified by the Secretary of State on or before 1 March 2014, rebates were provided by 31 March 2014 (unless an exception was applied).

y/n

h) Please confirm that for all core group customers specified by the Secretary of State after 1 March 2014 and by 31 March 2014, rebates were provided within 30 days of receiving the customer information from the Secretary of State (unless an exception was applied).

y/n

i) Please confirm that for all customers specified by the Secretary of State after 1 March 2014 and by 31 March 2014, rebates were treated as being provided in scheme year 3.

y/n

j) 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

Warm Home Discount scheme year 3 end of year report - Core Group rebate

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. Please identify the number in respect of matched and unmatched separately.

(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.

Use a separate sheet / Word document if necessary

c) Total number of core group customers where you think the following exception should apply - determined by the Secretary of State under Regulation 8. Please identify the number in respect of matched and unmatched separately.

(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

Warm Home Discount scheme year 3 end of year report - Core Group rebate

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

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 audit process. I am aware that it is a criminal offence in giving any information to Ofgem to knowingly or recklessly make a false statement. I am aware that the offence is punishable by conviction.

b) Name:

c) Position:

d) Date:

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Warm Home Discount scheme year 3 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 £135.</i>
d) Explanation if actual spend is below minimum spend.

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Warm Home Discount scheme year 3 end of year report - Broader Group rebate

3. Rebates

a) Minimum number of rebates that are required to be provided (rounded up).

b) Number of broader group customers provided a rebate.

c) Number of broader group customer accounts which received more than one WHD 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

Warm Home Discount scheme year 3 end of year report - Broader Group rebate

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.

5% of total broader group customers provided a rebate

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.

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

Warm Home Discount scheme year 3 end of year report - Broader Group rebate

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

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b) Name:

c) Position:

d) Date:

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Warm Home Discount scheme year 3 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.

Warm Home Discount scheme year 3 end of year report - Industry Initiative

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

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Warm Home Discount scheme year 3 end of year report - Industry Initiative

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

--

5. Value for money

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Warm Home Discount scheme year 3 end of year report - Industry Initiative

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 audit process. I am aware that it is a criminal offence in giving any information to Ofgem to knowingly or recklessly make a false statement. I am aware that the offence is punishable by conviction.

b) Name:

c) Position:

d) Date:

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Warm Home Discount scheme year 3 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.	

Warm Home Discount scheme year 3 end of year report - Legacy Spending discounted tariff

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 2.

c) If applicable, please confirm this tariff has ceased and the associated date.

d) 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?

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Warm Home Discount scheme year 3 end of year report - Legacy Spending discounted tariff

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.

Fuel type	Customer accounts
Electricity only	
Gas only	
Dual fuel (electricity)	
Dual fuel (gas)	
Total	

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.

[illegible]

Warm Home Discount scheme year 3 end of year report - Legacy Spending discounted tariff

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	
Gas	

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Warm Home Discount scheme year 3 end of year report - Legacy Spending discounted tariff

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

	Reference 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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Warm Home Discount scheme year 3 end of year report - Legacy Spending discounted tariff

	Reference 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			

Warm Home Discount scheme year 3 end of year report - Legacy Spending discounted tariff

	Reference 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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Warm Home Discount scheme year 3 end of year report - Legacy Spending discounted tariff

	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			

	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			

Warm Home Discount scheme year 3 end of year report - Legacy Spending discounted tariff

	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			

Warm Home Discount scheme year 3 end of year report - Legacy Spending discounted tariff

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
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Warm Home Discount scheme year 3 end of year report - Legacy Spending discounted tariff

	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
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Warm Home Discount scheme year 3 end of year report - Legacy Spending discounted tariff

	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
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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

Warm Home Discount scheme year 3 end of year report - Legacy Spending discounted tariff

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 audit process. I am aware that it is a criminal offence in giving any information to Ofgem to knowingly or recklessly make a false statement. I am aware that the offence is punishable by conviction.

b) Name:

c) Position:

d) Date:

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Warm Home Discount scheme year 3 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

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Warm Home Discount scheme year 3 end of year report - Legacy Spending rebates

3. Rebate details

a) Are there any changes to how the rebate works from 2010-11. If yes, please detail:

b) Please confirm that the methodology and process for identifying, recording and calculating the legacy rebate has not changed from that used for scheme year 2.

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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Warm Home Discount scheme year 3 end of year report - Legacy Spending rebates

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 audit process. I am aware that it is a criminal offence in giving any information to Ofgem to knowingly or recklessly make a false statement. I am aware that the offence is punishable by conviction.

b) Name:

c) Position:

d) Date:

Warm Home Discount scheme year 3 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
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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	

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

Warm Home Discount scheme year 3 end of year report - non-core spending totals

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

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.

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	

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

Warm Home Discount scheme year 3 end of year report - non-core spending totals

5. Total spend

a) Non-core spending	0
b) Non-core spending obligation	0

6. 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?

7. Declaration

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b) Name:

c) Position:

d) Date: