

Annex 3:

Response Template

Thank you for taking the time to respond to our questions.

We hope all the questions are clear, but if you have any difficulties please email rupika.madhura@ofgem.gov.uk.

Once you have completed the questionnaire please send it back to us to the email address above. You need to return the completed response template to us by **31 October 2014**.

Part 1 - About you

Question	Your response
<i>What is your name?</i>	
<i>What is your position?</i>	
<i>What are your contact details?</i>	

Part 2 - About your business

Question	Your response
<i>What is your company's name?</i>	Fulcrum
<i>What is the nature of your company's business? Please state if this involves Fuel Poor Network Extensions Scheme, or Fuel Poverty related work.</i>	Utility Infrastructure Provider (UIP) / Independent Gas Transporter (iGT) – we have experience of delivering new gas infrastructure under Fuel Poor Network Extension Schemes
<i>What areas of the country does your business operate in?</i>	Nationally

Part 3 – FPNES review questions

Q1 Do you think the Scheme effectively interacts with the UK heating Strategic Framework and Scotland's Heat Generation Policy Statement? How might it be improved to better align with wider activity? Please evidence your answer.

No comment.

Q2 Should the Scheme be targeted at certain types of customers/certain locations to maximise long term benefits (eg over a period of 15-45 years)? If so who/which locations should be targeted and how might this best be achieved?

It should be targeted, however to enable organisations to effectively engage these groups the information on them should be more granular and accessible.

Q3 How effectively is the Scheme interacting with these strategies and other forms of assistance? Please explain where the Scheme works well and where there are any issues.

No comment.

Q4 Are there any changes we could make to the Scheme that would better align it to these strategies and forms of assistance?

No comment.

Q5 Does the Scheme provide an opportunity to address these issues? What changes could be made to the Scheme to help address these issues?

No comments.

Q6 Are there any other changes you would like to see made to the Scheme? If yes, what benefits do you think these changes will deliver?

Yes, we have summarised our thoughts below:

- Better access for UIPs and iGTs to the scheme, i.e. opened up to competition to drive down costs, improve speed of delivery and delivering other services in a truly coordinated way (central heating, broadband, other utilities)
- Review of the voucher scheme and the timescales for drawing down the funds – this is currently a barrier to entry for independents who could offer a better, more competitive service
- We have experienced issues in areas with a mix of fuel poor and privately owned properties who are not 'fuel poor' but required their sign on to make projects feasible. In our experience, there is little incentive for them to do this and make the overall project viable – should an incentive for non fuel poor properties in fuel poor areas be available to enable wider schemes to happen
- There is a lack of visibility on how the GDNs select a UIP to deliver the works on their behalf, with many appearing to be 'closed shops'. How can the GDNs confirm that they are obtaining best value from their incumbent providers?
- Better accessibility to information on specific fuel poor households would enable engagement to be proactively driven by utility providers, rather than responsive to requests from housing associations / local authorities

Q7 Do you agree with the updates to the eligibility criteria suggested in Annex 1? If not, please explain your rationale and any other changes you would like to see?

Yes, however access to this information should be made readily available to enable providers to target individual homeowners and areas.

Q8 Do you agree with this change to the average domestic gas consumption value?

Yes, this is correct for new build properties. However, has this been tested against pre 1977 buildings?