

Energy Company Obligation (ECO)

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ECO2t Supplementary guidance for monitoring

Background

This note explains what our expectations are with respect to Monitoring in the ECO2 transition period. All suppliers are required to carry out technical and score monitoring on a sample of measures notified and report the results of this monitoring to us quarterly. This document provides further information on the technical and score monitoring process, our requirements and how we will respond to poor performance.

This guidance note should be read in conjunction with Chapter 10 of the [ECO2 Guidance: Delivery](#).

Table of Contents

1. The monitoring requirements	3
1.1. The monitoring requirement	3
1.2. Representativeness requirements	4
1.3. Requirement for small sets of measures	5
1.4. Requirements for the inspection stages	5
1.5. Minimum acceptable pass rates	6
1.6. Monitoring agent independence	6
2. Responding to fails	6
2.1. Technical monitoring fails	6
2.2. Score monitoring fails	7
2.3. 'Overturning' a fail	7
2.4. Reporting progress on fails	7
3. Pathways to compliance	7
3.1. Pathways to compliance for insufficient monitoring	8
3.2. Pathways to compliance for high fail rates	8
3.3. Additional monitoring	10
3.4. Additional Assurance	10
3.5. Pathways to compliance for small installers	11
3.6. Waiving additional assurances	11
4. Non-Access	12
4.1. Non-access for monitoring inspections	12
4.2. Non-access for remedial works and re-inspection of remedial works	12
5. Reporting information to Ofgem	14
5.1. Quarterly monitoring	14
5.2. Response to fails (RTFs)	16
5.3. Additional Monitoring	17
5.4. Additional assurance	19
5.5. Reporting timelines	19

1. The monitoring requirements

Monitoring is a quality assurance process under ECO that we use to ensure that measures installed under the Scheme meet the relevant standards of installation and are scored correctly. The monitoring process is split into two strands: Technical monitoring verifies that measures were installed correctly, whereas score monitoring verifies that installers selected the correct score for a measure. Suppliers must use the monitoring questions published in our ECO2t Core Monitoring Questionnaire¹. The questionnaire contains both technical and score monitoring questions.

We consider technical and score monitoring as separate activities and will assess them independently of each other. The requirements and processes set out in this document are applied to technical and score monitoring separately. For example, this means that to meet its 5% monitoring requirement, the supplier must conduct technical monitoring on 5% of its measures, and score monitoring on 5% of its measures. A supplier cannot meet its requirement by, for example, conducting 3% technical monitoring and 2% score monitoring.

Where this document refers to 'monitoring', the requirements and processes set out apply to both technical and score monitoring. Where either strand of monitoring is treated differently, we will specify which type of monitoring we refer to.

1.1. The monitoring requirement

An obligated supplier must monitor at least 5% of the measures they notify within a quarter, and report the result of this monitoring to us unaltered. Section **Error! Reference source not found.** of this document sets out how suppliers should report the monitoring results to us.

The number of measures notified in a quarter is composed of:

- All the measures with a notification period within the quarter that were notified by the end of the quarter; AND,
- All the measures with a notification period before the quarter, which were notified during the quarter.

The table below explains which measures are included for each of the ECO2t monitoring quarters.

Quarter	Months covered	Which measures are included?
Q1	May 2017 – July 2017	Measures with a notification period in May, June or July 2017
Q2	August 2017 – October 2017	Measures with a notification period in August, September or October 2017, AND Measures with a notification period before August 2017 and a submission date between 1 August 2017 and 31 October 2017

¹ <https://www.ofgem.gov.uk/publications-and-updates/eco2t-monitoring>

Q3	November 2017 – January 2018	Measures with a notification period in November 2017, December 2017 or January 2018, AND Measures with a notification period before November 2017 and a submission date between 1 November 2017 and 31 January 2018
Q4	February 2018 – April 2018	Measures with a notification period in February, March or April 2018, AND Measures with a notification period before February 2018 and a submission date between 1 February 2018 and 30 April 2018
Q5	May 2018 – July 2018	Measures with a notification period in May, June or July 2018, AND Measures with a notification period before May 2018 and a submission date between 1 May 2018 and 31 July 2018
Q6	August 2018 – October 2018	Measures with a notification period in August, September or October 2018, AND Measures with a notification period before August 2018 and a submission date between 1 August 2018 and 31 October 2018

Suppliers are allowed to conduct both score monitoring and technical monitoring on the same measure, where this is efficient. The technical monitoring inspection and score monitoring inspection can be carried out by the same person at the same time, provided the monitoring agent has the necessary qualifications for both types of monitoring.

For an inspection to count towards the monitoring requirement for a quarter, it needs to fall within the definition of that quarter as set out above. Suppliers must ensure that the inspection results they submit are relevant to the quarter for which they are submitted. Inspections on measures that do not fall within the scope of a quarter for which they are reported will not be counted.

1.2. Representativeness requirements

To ensure that the monitoring conducted by a supplier is representative of both the installers used by that supplier, and the measure types notified by the supplier, there are two further requirements. A supplier must:

- Monitor at least 5% of measures of each measure type notified in a quarter ('measure type rate'), and;
- Monitor at least 3% of measures notified as being installed by a single installer in a quarter ('installer rate').

If a supplier does not achieve the required monitoring rate for an installer or measure type, we will place the set of measures with insufficient monitoring on a pathway to compliance. Section **Error! Reference source not found.** sets out what the pathways to compliance are and what actions suppliers must take to progress measures through a pathway to compliance.

We determine whether or not the monitoring rate has been met based on the absolute value of the monitoring rate. This means that the monitoring rate must be absolutely on or above the monitoring requirement. It is not sufficient for the monitoring rate to 'round up' to the monitoring requirement.

1.3. Requirement for small sets of measures

We recognise that it can be difficult to achieve the above rates for small sets of measures. If a supplier notifies fewer than 100 measures of a measure type, or installed by a single installer, the supplier only needs to monitor 1 measure to meet the monitoring requirement. If the supplier does not monitor at least 1 measure of a set of fewer than 100 measures, these measures will be placed on a pathway to compliance.

Through this document, we will refer to an installer that has delivered fewer than 100 measures in a quarter *for a single supplier* as a 'small installer'.

There may be instances where inspection agents are unable to gain access to a property to conduct an inspection. We refer to these situations as 'non-access'. Section **Error! Reference source not found.** sets out the process we expect suppliers and monitoring agents to follow where this occurs. Suppliers must report instances of non-access to us with their monitoring results. If a supplier is unable to meet its monitoring requirement because of non-access, we will take this into account as a mitigating circumstance.

1.4. Requirements for the inspection stages

Inspections can be conducted at two stages: either during the installation of the measure (mid-installation) or after the installation of the measure has been completed (post-installation). Whether or not we require mid-installation inspections for a measure is determined by whether we have included mid-installation questions for a measure type in the ECO2t Core Monitoring Questions set.

Score monitoring is always carried out at the post-installation stage. There are no mid-installation questions for score monitoring.

All measure types require post-installation technical monitoring. However, the following measure types also require mid-installation technical monitoring:

- External wall insulation
- Flat roof insulation
- Internal wall insulation
- Party wall insulation
- Room in roof insulation
- Under floor insulation

For the above measure types, a supplier must conduct at least 2% monitoring at the mid-installation stage, and 2% at the post-installation stage. Any further monitoring can be split between mid-installation and post-installation stages at the supplier's own discretion. This requirement applies only to the measure type as a whole. Suppliers do not need to achieve the same split between mid-installation and post-installation inspections for individual installers. Our Explanatory Notes for Monitoring² contain more information on the split between mid-installation and post-installation inspections, including examples on how to determine the required number of inspections for either stage.

² Found at: <https://www.ofgem.gov.uk/publications-and-updates/eco2t-monitoring>

1.5. Fail rates

Monitoring is designed to ensure that measures are installed to the relevant standards and scored accurately. We consider that a set of measures delivered by a single installer meets these criteria if the percentage of measures that failed an inspection is less than or equal to 10%. If the fail rate is greater than 10% we will require suppliers to take further actions to provide us with confidence in the quality and accuracy of the measures concerned. We refer to an individual measure that failed a monitoring inspection as a 'fail'.

We only take action in response to fail rates at a per installer level. We do not apply the maximum acceptable fail rates at a measure type level.

The fail rate determines the pathway a subset of measures is placed on. Different pathways have different requirements. More information on this is provided in Section 3: Pathways to Compliance.

1.6. Monitoring agent independence

Monitoring agents need to be independent from the parties involved in the installation of the measure. This means that a monitoring agent cannot be directly employed by a supplier, installer or managing agent involved in the installation of the measure. Monitoring agents may however offer other services to parties involved with the installation of a measure, such as conducting separate quality assurance checks for installers. More detailed information on what we consider to be an appropriate level of independence is provided in our Explanatory Notes for Monitoring³.

We consider all inspections conducted using at least our ECO2t Core Monitoring Questionnaire and by a suitably qualified and independent monitoring agent to be monitoring for the purposes of our ECO2t Guidance: Delivery. We expect that the results of all this monitoring are reported to us. This means that suppliers may submit monitoring that was arranged or commissioned by other parties in the supply chain, provided it meets our requirement and the supplier has obtained the results directly from the monitoring agent.

2. Responding to fails

When a measure fails monitoring, suppliers must take action to address the cause of the failure to avoid losing the savings for that measure. The supplier must complete the relevant actions by the end of the month that is six months later than the month in which it identified the fail. For example, if a supplier identifies a technical monitoring failure on 18 June 2017, it must have completed the necessary actions and reported them to us by the end of December 2017.

If a supplier does not take the necessary action to address the cause of the failure within the six month period, we will be minded to reject the measure. We encourage suppliers to complete the actions earlier where possible.

2.1. Technical monitoring fails

If a measure fails technical monitoring, the supplier must arrange for remedial works to be carried out. Once the measure has been remediated, it must be re-inspected to verify that the cause of failure has been addressed. Only when a measure has passed the re-inspection do we consider the fail to have been resolved.

³ Found at: <https://www.ofgem.gov.uk/publications-and-updates/eco2t-monitoring>

2.2. Score monitoring fails

If a measure fails score monitoring, the supplier must re-score the measure. The new score must be notified to Ofgem. The supplier may need to submit a measure change request to effect the correction to the score. We consider the fail to be resolved when the new score has been successfully notified to us.

2.3. 'Overturning' a fail

There may be instances where a supplier or installer disputes that a measure has failed an inspection. If the monitoring accepts the arguments put forward by the supplier or installer, the agent may change the outcome of the inspection from a fail to a pass. We refer to this as an 'overturn'. A supplier must retain evidence from the monitoring agent explaining why the measure has been overturned. We may choose to audit this evidence.

Overturned monitoring fails will no longer be considered a fail and do not require remediation or re-scoring. We recalculate the fail rate for a subset of measures each time a supplier reports overturns. If as a result of overturns the fail rate for a subset of measures drops to 10% or lower, we will take that subset of measures off the pathways to compliance.

2.4. Reporting progress on fails

For information on how to report a response to a fail to Ofgem, please see Section 5: Reporting information to Ofgem.

3. Pathways to compliance

When a supplier has reported that a subset of measures has either not achieved the monitoring required, or has exceeded the trigger fail rate of 10%, it must undertake additional actions to provide us with confidence in the quality and/or accuracy of this subset of measures. When this happens, we say that this subset of measures has been placed on a 'pathway to compliance'.

What is a subset of measures?

A subset of measures is a group of measures either installed by the same installer or of the same measure type.

A subset of measures is always defined with reference to a single supplier and a single quarter.

We will inform suppliers which subsets of measures have been placed on a pathway to compliance when we confirm their monitoring results to them at the end of each month following the month in which suppliers report their monitoring results. This will include a list of all individual measures placed on a pathway to compliance. We will also provide suppliers with a formal notice detailing which subsets of measures were placed on a pathway to compliance.

We will confirm separately via letter the pathways to compliance that have been triggered due to poor performance.

There are two types of additional actions we may ask a supplier to undertake:

- **Additional monitoring:** The supplier must conduct further monitoring inspections on the subset of measures.
- **Additional assurances:** The supplier must provide us with documentary evidence demonstrating that the measures are installed to the right standards and/or scored accurately. The nature of the evidence depends on the fail rate for the subset of measures.

If a supplier fails to complete the necessary actions for the pathway to compliance a subset of measures is on, we may eventually decide to reject all measures in that subset. This may include measures that were inspected. As long as a subset of measures is on a pathway to compliance, the approval for these measures will be suspended. This means that measures are placed in the 'Internal Query' status on the ECO Register. This includes measures that were previously in the 'Approved' status. Once the subset of measures is removed from the pathway to compliance, the measures in that subset are restored to their original status.

3.1. Pathways to compliance for insufficient monitoring

A subset of measures will be placed on a pathway to compliance if the supplier did not achieve the monitoring requirement for this subset. As set out above, the required monitoring rates are:

For subsets of measures made up of 100 or more measures:

- 5% of all measures of the same measure type
- 3% of all measures installed by the same installer

For subsets of measures made up of fewer than 100 measures:

- At least 1 measure

If a supplier has not met these criteria for a subset of measures, this subset will be placed on a **Monitoring Pathway to Compliance** until the supplier has met the monitoring requirement.

We only require additional monitoring for a subset of measures placed on a pathway to compliance for a monitoring deficiency. We will inform suppliers of the reason a subset of measures is placed on a pathway to compliance.

Suppliers must complete the additional monitoring by the end of the month three months after the month in which we notified them a subset of measures was placed on a pathway to compliance. For example if we inform a supplier in October 2017 that a subset of measures is on a pathway for insufficient monitoring, the supplier must complete the additional monitoring and report it to us by the end of January 2018.

3.2. Pathways to compliance for high fail rates

A subset of measures will be placed on a **Fail Rate Pathway to Compliance** if it has a fail rate higher than 10%. A pathway to compliance for high fail rates is only triggered with reference to measures delivered by the same installer. There is no pathway to compliance for high fail rates with respect to measures of the same measure type.

We will only place a subset of measures on a pathway to compliance for a high fail rate if the supplier has met the monitoring requirement for this subset. If a supplier has not met the monitoring requirement for a subset, it must first complete the pathway for the monitoring deficiency. This means that a subset of measures can be placed on two consecutive pathways: first on a Monitoring Pathway and then a Fail Rate Pathway.

When a subset of measures is placed on a pathway to compliance for high fail rates, we will first ask the supplier for **additional monitoring**. This is monitoring done over and above the minimum monitoring requirement. The amount of additional monitoring required depends on how high the fail rate for the subset of measures is.

Once the supplier has completed the additional monitoring, we will assess whether as a result of the additional inspections, the fail rate for this subset of measures has changed. If the fail rate has fallen below the 10% trigger point, the subset of measures will be removed from the pathway to compliance. If the fail rate is still above the 10% trigger point, we will ask the supplier for **additional assurances**. The type of assurances required depend on the fail rate of the subset of measures.

The table below sets out what our requirements for the Fail Rate Pathway are, depending on the fail rate reported for a subset of measures by the supplier. As explained above, the additional monitoring requirement is based on the quarterly monitoring results submitted by the supplier. The additional assurance requirement is based on the combined quarterly monitoring and additional monitoring results for an installer.

Table 1: Pathways to compliance requirements

Fail rate	Additional monitoring required	Additional assurances required
>10-25%	5%	Improvement plan Communication from senior management
>25-50%	10%	Improvement plan Communication from senior management Root cause identification Revisits of measures affected by root cause
>50%	15%	Improvement plan Communication from senior management Root cause identification Revisits of measures affected by root cause

A supplier must complete all the additional actions for a pathway to compliance for high fail rates by the end of the month six months after the month in which we informed the supplier a set of measures was placed on the pathway to compliance. For example, if we inform a supplier a subset of measures is placed on a pathway to compliance in August 2017, it must have completed all actions (both additional monitoring and any additional assurances) by the end of February 2018. If a supplier does not complete the additional actions for a pathway by the set deadline, we will not have sufficient confidence in the quality and/or accuracy of the measures and will be minded to reject all the measures in the subset.

3.3. Additional monitoring

Additional monitoring inspections are identical to normal monitoring inspections. They must be conducted using our monitoring questionnaire, and the inspections must be carried out on measures that fall within the scope of the quarter for which a subset of measures is placed on a pathway to compliance. For example, if a group of measures is placed on a pathway to compliance for the first quarter of ECO2t (May to July 2017), then additional monitoring must take place on measures notified in this period. Additional monitoring conducted on measures that fall within a different quarter will not be counted. We will also not accept additional monitoring inspections on measures that have already been inspected for core monitoring, or for measures without a valid measure reference number.

When we determine the number of additional monitoring inspections a supplier needs to conduct, we will take into account any monitoring that the supplier has already conducted in excess of the monitoring requirement.

Example: A supplier has monitored 7% of an installer's measures. This installer had a fail rate of 12%, which has an additional monitoring requirement of 5%. The total requirement for this installer then becomes 3% (minimum requirement) + 5% (additional monitoring requirement) = 8%. Because the supplier has already monitored 7% of this installer's measures, they only need to conduct 1% more monitoring to meet the additional monitoring requirement.

If a supplier has already conducted so much monitoring on a subset of measures that the additional monitoring requirement is met immediately, this subset will be moved directly to the 'additional assurances' stage of the pathway to compliance.

We will inform suppliers of the number of additional monitoring inspections they need to undertake with respect to an installer placed on a pathway.

We have set out how suppliers should report their additional monitoring results in chapter 5 below.

3.4. Additional Assurance

If the fail rate for a subset of measure still exceeds 10% after the supplier has completed additional monitoring, we will ask for additional assurances. The purpose of these assurances is for the supplier to demonstrate that there is no structural problem with the quality of installation and/or accuracy of scores of the measures in the subset. We determine which additional assurances are required based on the *effective fail rate* after the supplier has completed additional monitoring. The effective fail rate is the fail rate based on all inspection results for a subset of measures, so including core and additional monitoring.

Table 1 above sets out which types of assurance we require for a given failure rate. We have set out what we expect of each type of assurance below:

- **Improvement plan:** A plan put forward by the installer showing what changes they intend to adopt in terms of training, work practice etc. to ensure lower monitoring fail rates in the future.
- **Communication from senior management:** A letter from either the installer or supplier acknowledging the high failure rate and detailing what steps will be taken in response.

- **Root cause identification:** An analysis done by the installer to identify any common factors between the measures that failed monitoring.
- **Revisits of measures identified by root cause:** If the root cause analysis points at a common driver of the measures that failed, the installer should revisit all other properties that share this common factor. For instance, if the fails are all associated with one particular operative, the installer should revisit all properties where measures were installed by this operative. This is in addition to any additional monitoring already conducted. The results from the revisits do not need to be submitted as additional monitoring, but the supplier must demonstrate that revisits were carried out and that any issues found were addressed.

We have set out how suppliers should report their additional assurances in chapter 5 below.

3.5. Pathways to compliance for small installers

Small installers will not be assessed against the 10% failure point to trigger a pathway, but against a 2:1 pass-to-fail ratio. Therefore small installers who achieve a 2:1 or better pass-to-fail ratio will not be placed on a pathway to compliance for high fail rates, even if their fail rate exceeds 10%.

If a small installer has not achieved the 2:1 pass-to-fail ratio, we will place the small installer on a pathway to compliance. The additional monitoring requirement for this small installer will be equal to the number of passes they need to achieve the 2:1 pass-to-fail ratio. For example, if an installer had reported 4 inspections, of which 2 had failed, it would need to conduct 2 further inspections. If these both pass, the installer would have 4 passes to 2 fails, thereby achieving the required 2:1 ratio.

A small installer which achieves the 2:1 ratio will be removed from the pathway to compliance. If the small installer reports more fails and the 2:1 ratio is not achieved, the installer will progress to the additional assurances stage of the pathway to compliance.

3.6. Waiving additional assurances

We do not have a separate approach to additional assurances for small installers. However, we recognize that in some cases, the supplier may prefer to monitor all measures for an installer instead of providing additional assurances. If a supplier chooses to conduct 100% monitoring on an installer, we will waive all additional assurance requirements, with the exception of the improvement plan. This waiver applies to all installers, regardless of the number of measures they have delivered in a quarter. However, we anticipate that this option will only be feasible for installers with relatively low delivery.

If a supplier does not achieve 100% monitoring due to non-access, we will consider the subset of measures on a case by case basis. The supplier must have evidence of non-access for all measures it did not inspect. Our decision in these cases will depend on the monitoring rate that was achieved, the failure rate and any other assurances the supplier might be able to provide.

Conversely, where a supplier has ceased working with a particular installer, the supplier does not need to submit an improvement plan as part of their additional assurances.

4. Non-Access

This section sets out the process a supplier must follow when a monitoring agent is not able to access a property for an inspection. We distinguish between two different types of non-access:

1. Inability to access a property for a monitoring inspection (either quarterly monitoring or additional monitoring).
2. Inability to access a property to carry out remedial works following a technical monitoring fail, or to re-inspect the remedial works.

A supplier may use this process to demonstrate that it attempted an inspection but was not able to complete it due to circumstances beyond its control.

4.1. Non-access for monitoring inspections

We recognise that not every attempted inspection a supplier arranges in order to meet its monitoring requirement will be successful. Suppliers must report to us the measures that they attempted to inspect, but where the monitoring agent was unable to gain access. We use this information for two objectives:

1. To determine the percentage of monitoring visits that are successful.
2. For cases where the supplier is unable to achieve the monitoring requirement for a subset of measures because it has exhausted the number of measures available for inspection.

We recognise that it is possible that when a subset of measures is very small, a supplier cannot meet the monitoring requirement because it cannot gain access to sufficient, or any, properties. In these cases, we will not place this subset of measures on a pathway to compliance if the supplier can demonstrate it has attempted to access all properties within the subset of measures. Suppliers can evidence this through either a statement, in writing, from the monitoring agent that an inspection was attempted. This could include an email from the monitoring agent confirming the failed attempts. A statement from an occupant that they do not wish for their property to be inspected would also be accepted. Suppliers can contact us if they believe they have other forms of suitable evidence.

Suppliers do not need to submit the evidence to us, but will need to report instances of non-access to us. The reporting requirements for non-access are set out in chapter 5 below.

We will only consider non-access a valid reason for not meeting the monitoring requirement if the supplier has attempted to access every single property within a subset of measures.

4.2. Non-access for remedial works and re-inspection of remedial works

When a measure fails technical monitoring, the supplier must conduct remedial works to address the reason the measure failed the original inspection. After completing the remedial works, the measure must be re-inspected to verify that the original cause of failure has been successfully addressed.

A supplier must always arrange for the cause of a technical monitoring fail to be remediated. If the supplier cannot gain access to a measure and therefore is unable to complete the remedial works, we will reject the measure.

If a supplier has carried out the remedial works to a measure, but is not able to conduct the re-inspection, we may decide not to reject the measure. This is conditional on the supplier providing evidence it was not able to access the property and that remedial works have been carried out.

The evidence requirements for non-access in the case of re-inspections is more stringent than for non-access in case of a normal inspection. The supplier must make a reasonable attempt to contact the consumer to arrange for the re-inspection. One form of evidence that we accept as evidence that the supplier has made a reasonable attempt to contact the consumer is proof that a letter, as described below, was sent by the supplier to the legal owner/occupier by recorded post or courier and was either:

- returned to the supplier following failed delivery, or
- accepted by the owner/occupier.

Note this requirement has not been met if the letter is left with someone other than the legal owner/occupier (e.g. another occupant in the house, including children).

A supplier can demonstrate that the recorded letter was returned to the supplier by retaining the signed letter that was returned and confirmation from the mail or courier service that it had attempted but failed to pass the letter to the owner/occupier.

A supplier can demonstrate that the recorded letter was accepted by the owner/occupier by retaining a copy of the signed letter sent to the owner/occupier and confirmation from the mail or courier service that the owner/occupier signed for the letter. If the owner/occupier has accepted the letter, the supplier can claim non-access only if the owner/occupier does not respond within two weeks of accepting the letter, or informs the supplier that they will not allow the supplier access for a re-inspection.

Suppliers do not need to submit this evidence to Ofgem with their monitoring reports, but will need to hold this evidence. We may ask for this evidence upon audit.

Contents of the letter to the owner/occupier

The recorded letter must, at a minimum, contain:

- 1) the reason for the re-inspection, including details of the original technical monitoring fail.
- 2) a clear explanation of what the re-inspection involves.
- 3) contact details to allow the owner/occupier to arrange the re-inspection, including an email address and an additional free method of contact, and
- 4) the link to the Ofgem Inbox (ECO@Ofgem.gov.uk), accompanied by a statement to the effect that the occupant should contact Ofgem if the supplier fails to conduct the re-inspection mentioned in the letter.

Alternative methods

Suppliers may use other methods than a recorded letter to evidence non-access. The above only sets out what we would expect a supplier to do if they choose to use a recorded letter. If a supplier wants to use another method to evidence non-access, they should contact us before doing so.

5. Reporting information to Ofgem

Suppliers must submit all their monitoring results and additional assurances to us via Huddle, using the templates that we have provided. We distinguish between the following four types of information:

- Quarterly monitoring
- Response to fail (RTF)
- Additional monitoring
- Additional assurances
-

When submitting information via Huddle, the supplier should tag the 'Ofgem Monitoring Team' on Huddle. This will make sure that a notification is sent to all Ofgem staff working on monitoring.

5.1. Quarterly monitoring

Suppliers must report the result of all inspections they conducted for a quarter. This includes passes, fails and instances of non-access. It also includes inspection results for measures that the supplier has chosen not to notify to us⁴. We also refer to the results of quarterly monitoring as 'core monitoring'.

Suppliers must report core monitoring results for technical monitoring and score monitoring separately.

Suppliers must submit core monitoring results using the Core Monitoring Template, which is available from our website⁵. We will not accept results provided in a different format. The Core Monitoring template has the following parts:

- Inspection results (notified)
- Inspection results (not notified)
- Results by question
- Response to Fails

Below we detail how the supplier should complete each of these sections.

Inspection results (notified)

This part of the template must contain the line-by-line inspection results for all measures, except those that the supplier has chosen not to notify to Ofgem. It must contain the following information:

- Measure reference number (this must be the same number the supplier notified to the ECO Register)
- The monitoring agent
- The inspection date
- The inspection stage (this applies to technical monitoring only)
- The inspection result (either pass, fail, or non-access)
- The question numbers an inspection failed on (this only applies to measures that failed the inspection and should match the numbering used in the ECO2t Monitoring Question Set. If a measure failed on multiple questions, these should be separated by a semicolon (;)).

⁴ This only applies to measures the supplier chooses not to notify at all. Measures that the supplier chooses to notify late should be reported for the quarter during which they are eventually submitted.

⁵ <https://www.ofgem.gov.uk/publications-and-updates/eco2t-monitoring>

Inspection results (not notified)

This part of the template must contain line-by-line inspection results for measures that the supplier has chosen not to notify. It should not be used for measures that the supplier expects to notify late. Inspection results for measures that are notified late must be submitted for the quarter in which the late measure itself is notified to Ofgem. The supplier must provide additional information for these measures because we do not have a record of these measures on the ECO Register. The following information must be provided:

- The address of the property
- The monitoring agent
- The inspection date
- The inspection stage (this applies to technical monitoring only)
- The inspection result (either pass, fail or non-access)
- The question numbers an inspection failed on (this only applies to measures that failed the inspection and should match the numbering used in the ECO2t Monitoring Question Set. If a measure failed on multiple questions, these should be separated by a semicolon (;)).
- The measure type (the entry must match a measure type from the ECO2t Measures Table)
- The installer name
- The obligation category (CERO or HHCRO)

Results by question

This part of the template contains a list of all the core monitoring questions. For each of the questions, the supplier must record the number of measures that passed, the number of measures that failed and, where applicable, the number of 'N/A' or 'Unable to validate' results.

Response to Fails

It is possible that a supplier has already completed the necessary actions (eg. rescoring or remedial works) on a measure that failed an inspection before it has reported the inspection result to us. For these measures, the supplier should include their results in this part of the template. This part should be completed in the same way as the separate Response to Fail (RTF) template. Instructions for this template are included below.

If a supplier has no results for a question, it can leave that part of the template blank.

Submitting the template

Suppliers must submit the core monitoring template by the end of the month following the quarter. The deadlines for each quarter are given in the table below:

Table 2: Core monitoring reporting deadlines

Quarter	Notification periods covered in quarter	Reporting deadline
Q1	May 2017 – July 2017	31 August 2017
Q2	August 2017 – October 2017	30 November 2017
Q3	November 2017 – January 2018	28 February 2018
Q4	February 2018 – April 2018	31 May 2018
Q5	May 2018 – July 2018	31 August 2018
Q6	August 2018 – October 2018	30 November 2018

Measures without the required data will not be counted towards a supplier's monitoring requirement. If the number of measures without the correct data is too high, we may ask the supplier to resubmit the entire template.

Inspecting a single measure twice

We acknowledge that in some cases, the same measure may be inspected at both the mid-installation and post-installation stage. Whilst we recognise that in some cases this is appropriate to assess the quality of the installation, we would not encourage suppliers to undertake this practice too frequently as it undermines the representativeness of monitoring. We will assess the number of measures that are inspected twice, and contact the supplier if we believe this number is too high.

5.2. Response to fails (RTFs)

Suppliers must inform us of the progress they have made in remediating or rescored measures every month. They must do this by returning a 'response to fails' ('RTF') template⁶. The deadline to submit the RTF template is the 17th of each month, except where this is not a working day, in which case it is the first working day after the 17th. We will process the RTF template by the end of the month in which it was submitted. We will provide suppliers with an overview of all their outstanding fails after we have completed the assessment of an RTF file.

Suppliers must only report the fails that have been resolved when they submit the RTF. Fails on which they have made either no progress, or incomplete progress (eg. only remedial works) should not be included. These measures can be reported once the supplier has completed all the necessary actions.

Suppliers can also use the RTF template to report any overturns (see Chapter 2). Overturns can only be reported using the RTF template.

Technical monitoring

The RTF template for technical monitoring has the following fields:

- Measure reference number
- Remedial works complete (Yes/No)
- Passed re-inspection complete (Yes/Non-access)
- Overturn (Yes/No)
- Rejected (Yes/No)

The last field should be used either if the measure is rejected for a reason other than monitoring, or if the supplier has decided not to complete remedial works for the measure.

⁶ <https://www.ofgem.gov.uk/publications-and-updates/eco2t-monitoring>

Only the following combinations of entries indicate that a fail has been resolved, and are therefore accepted:

Type of resolution	Remedial works complete	Passed re-inspection	Overturn	Rejected
Successful remediation	Yes	Yes	No	No
Remediation without re-inspection	Yes	Non-access	No	No
Overturn	No	No	Yes	No
Measure rejected for other reason	No	No	No	Yes

Score monitoring

The RTF template for score monitoring has the following fields:

- Measure reference number
- Measure rescored (Yes/No)
- Old score
- New score
- Overturn (Yes/No)
- Rejected (Yes/No)

The last field should be used either if the measure is rejected for a reason other than monitoring, or if the supplier has decided not to complete remedial works for the measure.

If the rescoring of the measure produces a new score that is equal to the old score, the supplier can report this by recording 'Yes' in the 'Measure rescored' field and the old and new scores in the 'Old score' and 'New score' fields respectively. We may ask suppliers for evidence of the zero difference in scores in these cases.

Only the following combinations of entries indicate that a fail has been resolved, and are therefore accepted:

Type of Resolution	Measure Rescored	Old Score	New Score	Overturn	Rejected
Rescore	Yes	[Old score]	[New score]	No	No
Overturn	No	N/A	N/A	Yes	No
Rejection	No	N/A	N/A	No	Yes

5.3. Additional Monitoring

Suppliers must inform us every month of the progress they have made for installers that have been placed on a pathway to compliance. After we place an installer on a pathway to compliance, we will inform the supplier if additional monitoring is required. We will also inform the supplier how many additional monitoring inspections must be conducted.

Suppliers must use the Additional Monitoring Template provided by us to report the results of additional monitoring⁷. Additional monitoring for technical monitoring and score monitoring must be reported separately. For each type of monitoring, the supplier must submit the additional monitoring inspections for all pathways (ie. for all quarters) in one template. The Additional Monitoring Template has three parts:

- Additional Inspections
- Results by question
- Response to Fails

Additional Inspections

This part of the template must contain the line-by-line inspection results for all measures. It must contain the following information:

- Measure reference number (this must be the same number the supplier notified to the ECO Register)
- The monitoring agent
- The inspection date
- The inspection result (either pass, fail, or non-access)
- The question numbers an inspection failed on (this only applies to measures that failed the inspection and should match the numbering used in the ECO2t Monitoring Question Set. If a measure failed on multiple questions, these should be separated by a semicolon (;)).
- The quarter for which the installer is placed on a pathway, ie. the quarter the additional monitoring was conducted.

As stated in the Additional Monitoring section in Chapter 4, we will not accept additional monitoring inspections on measures without a valid measure reference number, or on measures for which the supplier has already submitted an inspection.

The quarter provided by the supplier is the quarter to which the additional monitoring relates, not the quarter in which the additional monitoring is submitted.

Example: An installer is placed on a pathway to compliance based on its results for Quarter 2 of ECO2t (August – October 2017). The supplier submits additional monitoring for this installer in December 2017 (Quarter 3). The quarter recorded on the Additional Monitoring Template is 'Q2' because that is when the installer was placed on a pathway to compliance.

Regardless of the information provided by the supplier, we will allocate additional monitoring inspections to the correct quarter based on the notification period and submission date for a measure on the ECO Register. Where there is a discrepancy between the quarter provided by the supplier, and the quarter assigned by us, we will inform the supplier.

Results by question

This part of the template contains a list of all the core monitoring questions. For each of the questions, the supplier must record the number of measures that passed, the number of measures that failed and, where applicable, the number of 'N/A' or 'Unable to validate' results.

⁷ <https://www.ofgem.gov.uk/publications-and-updates/eco2t-monitoring>

Response to Fails

It is possible that a supplier has already completed the necessary actions (eg. re-scoring or remedial works) on a measure that failed an inspection before it has reported the inspection result to us. For these measures, the supplier should include their results in this part of the template. This part should be completed in the same way as the separate Response to Fail (RTF) template. Instructions for this template are included above.

5.4. Additional assurance

Suppliers can submit additional assurances for an installer on a pathway to compliance at any time. Additional assurances must be submitted via Huddle. We have provided an Additional Assurances Template on our website, which suppliers may use⁸. We encourage suppliers to use this template to enable us to quickly assess the additional assurances and respond to the supplier.

We will accept additional assurances not submitted using our template, but we may take longer to assess these.

Suppliers should submit the additional assurances for each pathway to compliance separately. If a supplier wants to submit similar additional assurances for multiple pathways (for instance when an installer is on a pathway across several quarters), the supplier can provide multiple copies of the same documents.

5.5. Reporting timelines

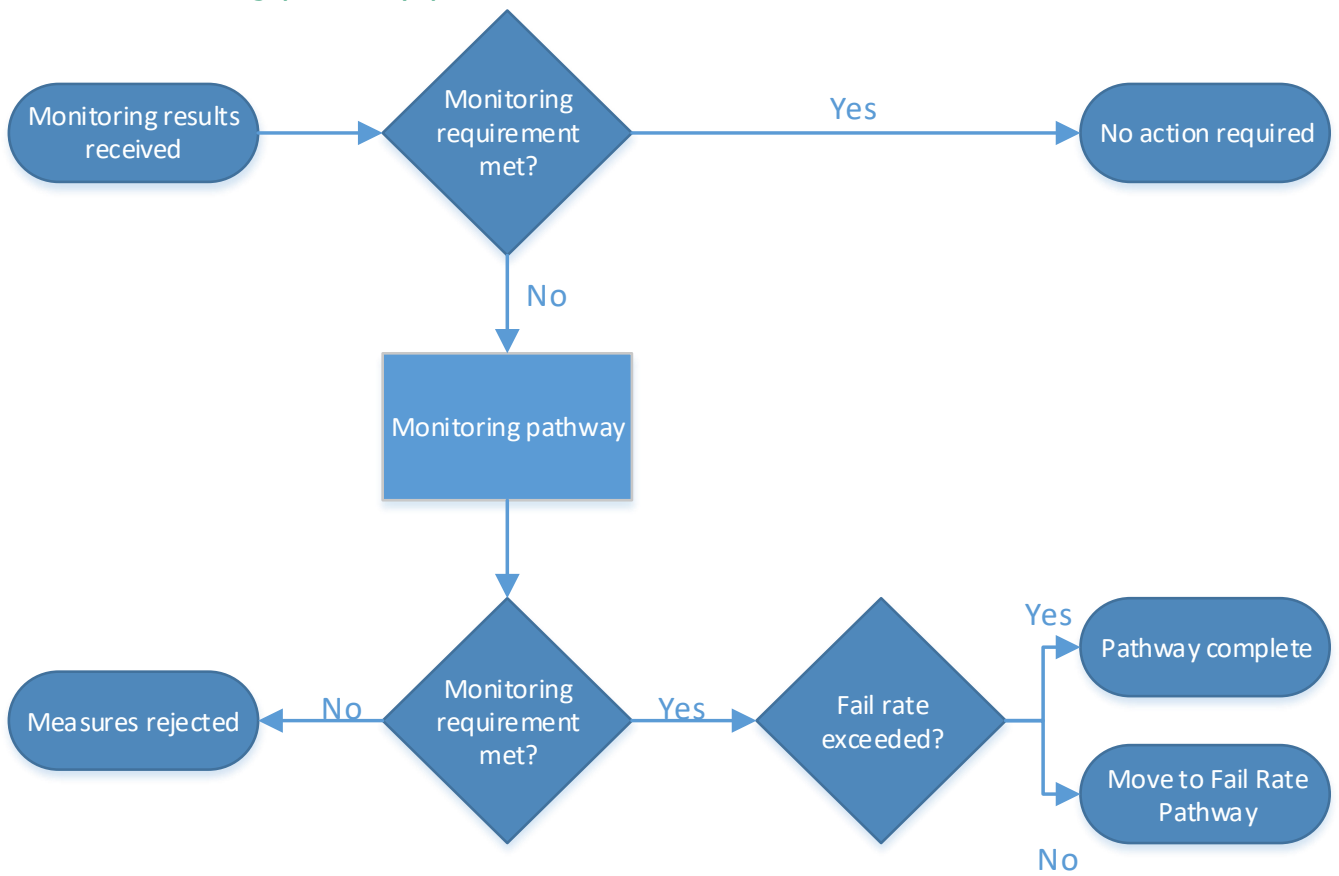
We aim to provide suppliers with regular updates following their submissions. In general, we aim to adhere to the following timelines:

- **Core monitoring:** By the end of the month following the reporting deadline.
- **Additional monitoring:** By the end of the month in which the additional monitoring was submitted.
- **Response to fails:** By the end of the month in which the RTF file was submitted.
- **Additional assurances:** Provisional response within 5 working days of receipt of the additional assurances.

⁸ <https://www.ofgem.gov.uk/publications-and-updates/eco2t-monitoring>

6. Annex 1 – Flow diagrams

6.1. Monitoring pathway process flow



6.2. Fail rate pathway process flow

