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Date: 09 February 2021

ECO Technical Monitoring Process Hand Over Update

The primary purpose of this communication is to provide a high-level update to support industry planning and help set expectations about the proposed future of ECO Technical Monitoring.

Both Ofgem and TrustMark have agreed a revised target date of process hand over to TrustMark on 1st July 2021.

As you may recall, TrustMark produced a 'discussion document' communication last year as an interim update in relation to the intent and objectives around the ECO Technical Monitoring Pilot Phase. The communication positioned the intended hand over of the Technical Monitoring process from Ofgem to TrustMark in the second quarter of 2021; subject to further implications caused by COVID-19.

The Pilot Phase has now concluded, and the learnings are being evaluated along with the process and assurance required to determine and deliver a clean handover and robust quality assurance delivery. Both Ofgem and TrustMark have remained engaged over the period to monitor progress and outcomes.

In the interim the Government launched the Green Homes Grant Voucher Scheme and the Green Homes Grant Local Authority Delivery. TrustMark's compliance function within these schemes has been used to further support expertise and delivery of quality assurance processes.

Some major factors in making these decisions have included:

- Ensuring time for industry to react and plan for change within an ongoing period of uncertainty caused by further COVID-19 lockdown restrictions without a definite end.
- The opportunity to further engage with relevant stakeholders in relation to the proposed trajectory of events.
- Consideration of process transfer impacts on supplier delivery of the Obligation given the time left to fulfil.
- How Score Monitoring delivery can be best integrated within the Technical Monitoring Process.
- The hand over is aligned with the PAS transition period and TrustMark's wider PAS 2035 monitoring.
- The requirement to move to an aligned lodgement fee across government schemes and initiatives.

Ofgem and TrustMark will continue to remain closely engaged with regard to the handover and delivery, in order that an informed and robust delivery results.

Going forward, we are planning engagements with key stakeholders and will communicate further in due course.