

Energy Company Obligation (ECO)

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ECO2 Guidance Note

Monitoring Non-Access Guidance

This guidance note is intended to clarify what we expect from suppliers in instances where a supplier cannot gain access to premises to:

- conduct an inspection of remedial work, following a failed technical monitoring inspection, or;
- conduct an initial technical or score monitoring inspection for an installer or measure type with fewer than 100 relevant installations for that quarter.

In this guidance note we refer to these as cases of *non-access*. There are two main categories of non-access:

- the supplier is unable to contact the occupant, or
- the supplier contacts the occupant, but the occupant does not agree to allow access.

In this guidance note we explain how non-access will affect our decision to attribute savings to a measure.

In non-access cases we expect a supplier to make reasonable efforts to contact the occupant in order to conduct the inspection. Set out below are more details about how a supplier can demonstrate that it has done this.

This guidance note applies to ECO2 measures and is referred to in Chapter 9 of the [ECO2 Guidance: Delivery](#).

Non-access for re-inspection: reasonable efforts to arrange access

We expect measures to be remediated within three months of the last day of the month in which a technical monitoring failure was identified. If the measure is not remediated and re-inspected within six months of the last day of the month in which the failure was identified, we will be minded to revoke an earlier decision to attribute savings to the measure or refuse to attribute savings to the measure except in the circumstances set out below.

Outcomes of non-access

Cases where a supplier is unable to access premises to conduct remedial work:

Any technical monitoring fails must be remediated to avoid losing savings for the measure. If a supplier cannot gain access to a property to conduct remedial works, for any reason, we will be minded to reject the failed measure installed at that property.

Cases where a supplier is unable to access premises to re-inspect remedial work:

The measure will be awarded the score as notified to Ofgem (assuming the measure is eligible in all other respects). The supplier should hold evidence that the remedial work has been carried out.

Where a supplier is unable to demonstrate that it has made reasonable efforts (as detailed below) to contact an occupant in order to re-inspect remedial works then this may cause us to doubt that the remedial works were in fact completed or completed to an acceptable standard.

Evidence of non-access

We will accept that a supplier has made reasonable efforts to contact an occupant in order to re-inspect remedial work where a supplier is able to provide sufficient evidence. One form of evidence that we will accept is proof that a letter, as described below, was sent by the supplier to the occupant by recorded post or courier and was either:

- returned to the supplier following failed delivery, or
- accepted by the occupant.

Recorded letter, returned to the supplier following failed delivery

A supplier can demonstrate that the recorded letter was *returned to the supplier* by producing to Ofgem:

- 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 addressee.

Recorded letter, accepted by the occupant

A supplier can demonstrate that the recorded letter was *accepted by the occupant* by producing to Ofgem:

- a copy of the signed letter sent to the occupant, and
- confirmation from the mail or courier service that the occupant signed for the letter.

Non-access outcomes if the letter is accepted by the occupant

Following confirmation that the occupant has accepted the letter, we will regard the supplier as being unable to access the premises if either:

- a response is received from the occupant in the two weeks after the recorded letter has been accepted explaining that they are not allowing access, or

- no response is received from the occupant in the two weeks after the recorded letter has been accepted, in which case a supplier can assume that the occupant has chosen not to contact the supplier.

We will not usually require a supplier to evidence either of these situations – rather, where a supplier provides evidence demonstrating that a recorded letter was accepted by the occupant we will normally accept the supplier's assurance that one of the above situations occurred.

Contents of the letter to the occupant

The 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 the work that would be carried out
- 3) contact details to allow the occupant 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.

Must a supplier send requests for access by recorded letter?

No. A supplier may attempt to arrange access by whatever means it considers most efficient and effective.

As explained above, a recorded letter is a means by which a supplier can demonstrate non-access. If suppliers intend to adopt other means of demonstrating non-access they should contact Ofgem to confirm that the evidence is suitable.

Non-access for initial inspections where there are fewer than 100 measures in a subset

To meet the monitoring requirement, a supplier must conduct inspections of 5% of each measure type and 3% per installer. However, where the number of measures of a particular type or installed by a particular installer (a 'subset') is fewer than 100 in a specific quarter, a supplier should monitor at least one measure. We will monitor trends of non-access for smaller installers across multiple quarters of monitoring.

We understand that in some cases, where the number of measures in a subset is very low, it is possible that none of the relevant properties can be accessed and so a supplier will be unable to meet the monitoring requirement due to no fault of its own.

We will only take further action where the monitoring requirement for subsets of fewer than 100 measures is not met over two consecutive quarters, as explained in our [Pathways to Compliance Guidance Note](#). However, we will require evidence of non-access where a supplier was not able to monitor any measures in a subset in a specific quarter. Given that this could happen relatively frequently, examples of evidence we would accept where access could not be gained to conduct the initial monitoring inspection include but are not limited to:

1. Evidence from the technical monitoring agent that an attempt was made to contact the occupant to arrange an inspection
2. Direct correspondence from the occupant, stating clearly that they do not wish to have an inspection

A supplier does not need to provide this evidence when submitting monitoring results, but should be able to make the evidence available upon request. We do require suppliers to include the number of attempted but unsuccessful inspections on the monitoring reporting template.