

## **ECO Delivery Group**

7 February 2017

ofgem

# Welcome to the ECO Delivery Group

## Today's agenda

- Overview of ECO Help to Heat consultation response (30 mins - BEIS)
- Flexible eligibility (20 mins - BEIS)
- Ofgem guidance consultation response, part 2 consultation (35 mins – Ofgem)
  - Coffee break (10 minutes)
- Recommendations from the Each Home Counts Review (15 mins – BEIS)
- NIA quality and standards update (15 mins – NIA)
- PAS update (15 mins - BSI)
- Future of CWI guarantees (10 mins - CIGA)
- Post 2018 scheme (10 mins – BEIS)
- Questions on the presentations (15 mins)



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# ECO: HELP TO HEAT EXTENSION

**April 2017 – September 2018**



7 February 2017



# ECO: Help to Heat Extension

## Timelines:

- **ECO: Help to Heat Consultation Response – PUBLISHED**
- **Draft Regulations laid in Parliament – SOON on track**
- **Flexible Eligibility guidance to be published before 1 APRIL**



# ECO: Help to Heat Extension

## Consultation Response:

The majority of responses were supportive of most of the proposals.  
Key decisions made in line with the proposals.

- ECO extended to a level worth £640m per annum – with increased AW proportion towards tackling fuel poverty and others on low income.
- CSCO ends
- Simplified eligibility and better targeting, including those on low incomes under AW
- Flexible eligibility mechanism introduced to enable Local Authorities determined eligible homes – suppliers can use voluntarily for up to 10% of their AW obligation
- Gas boiler replacements capped at 25,000 per annum
- Retain SWI minimum requirement
- Remove requirement for GDAR and CSR for CERO
- Deemed scores introduced
- More detailed cost data introduced



# ECO: Help to Heat Extension

## Consultation Response:

### Changes to the proposals made:

- 12 months to 18 months extension
- Size of obligations updated to reflect
  - New evidence on delivery costs provided during consultation.
  - Deemed scores uplift
- Increase in minimum level of Solid Wall delivery, from 17,000 to 21,000 per annum.
- Affordable Warmth Group increased from 4m to 4.7m.



# ECO: Help to Heat Extension

## Changes following consultation and impact on size of the obligation

The main modelling changes following consultation were:

- Revised cost and 3<sup>rd</sup> party contribution estimates, particularly for SWI.
- New scores – using Ofgem’s published deemed scores, compared to provisional scores created using a different methodology at consultation.
- A wider eligible pool in AW.

## AW target has not increased overall because

- Wider pool and lower cost measures led to more modelled delivery – **INCREASE IN TARGET**
- Even with deemed score uplift, scores for many measures, especially central heating, were lower – **DECREASE IN TARGET**
- Changed SWI assumptions, private tenure homes modelled during consultation – **DECREASE IN TARGET** (we now assume SWI in social EFG will be counted against AW, and any other SWI counted against CERO)

**The three effects cancelled out overall for AW.**



# ECO: Help to Heat Extension

## Consultation Response:

...cont

- For Social housing, central heating (including renewable heating) or district heating will not be eligible for installation under **AW**, unless it's first time heating heating. **There is no change on eligibility under CERO.**
- Local authorities will have a role in determining eligibility for solid wall insulation.
- CSCO will end in March 2017, but delivery for rural areas will be maintained, following an introduction of a simpler mechanism under CERO.





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## Questions



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# FLEXIBLE ELIGIBILITY

ECO: Help to Heat



7 February 2016



# What is Flexible Eligibility?

- Suppliers will be able to achieve up to 10% of their Affordable Warmth target for the extension period in **households declared eligible by local authorities**
- Two main categories of **private tenure** we intend to target. Households:
  1. Living in **fuel poverty**, in particular those not in receipt of benefits
  2. Living on a **low income and vulnerable to the effects of living in a cold home**
- Some non-fuel poor homes (in-fill) will be allowed for SWI projects, if:
  - 66% in blocks of flats, terraces, adjacent properties are FP/LIVC or
  - 50% in semi-detached houses or bungalows and two premises' buildings are FP/LIVC.
- 'Flexibility' only covers eligibility - all other rules of the scheme will apply normally to ECO measures.
- It will be up to suppliers and LAs to set up partnerships
- Ways of identifying households will vary



# Key components

- **BEIS guidance** (roles/responsibilities; targeting; templates; data sharing) to be published before the start of the scheme
- **LA Statement of intent**
  - For the LA to set out publicly their approach
  - Must be published by the LA before issuing declarations
  - Must include how they intend to identify eligible households
  - Ofgem will audit the above (eg ask suppliers for screenshots of the Sol)
- **LA Declaration**
  - To demonstrate households are eligible for Affordable Warmth
  - Must include the LA 'reason' for eligibility (FP, LIVC, in-fill)
  - A separate declaration for SWI with in-fill (incl %)
  - Ofgem will check declarations and in-fill % (eg ask suppliers for copies of declarations)
- **Suppliers notification** (wherever an LA declaration was provided)
  - URN
  - Reason provided by LA (FP, LIVC in-fill)
- LAs to **keep evidence** of targeting approach, produce **annual reports**, and participate in a potential future **evaluation**



# Targeting flexible eligibility

- LAs will have flexibility as to what specific criteria or methodology they use to target the following **private tenure households**:
  - **Living in fuel poverty**
    - BEIS Guidance suggests low income thresholds and housing characteristics indicative of high energy costs
  - **Low income and vulnerable to cold**
    - BEIS guidance based on NICE guidelines; LAs should use their JSNAs as basis for criteria
  - **In-fill**
    - Non-fuel poor homes (in-fill) will be allowed for SWI projects, if:
      - 66%** of blocks of flats, terraces, adjacent properties are FP/LIVC or
      - 50%** of semi-detached houses or bungalows and two premises' buildings are FP/LIVC.



# Roles and responsibilities

Organisation	Summary of roles & responsibilities
BEIS	<ul style="list-style-type: none"><li>• Production and maintenance of LA Sol/declaration guidance &amp; associated template forms</li></ul>
Local Authority	<ul style="list-style-type: none"><li>• Production and publication of Statement of Intent (Sol)</li><li>• Producing, authorising and issuing the declaration determining a household to be eligible</li><li>• Retaining information to sufficiently evidence that a household meets the criteria outlined in the Sol for future reporting or audit</li></ul>
Supplier	<ul style="list-style-type: none"><li>• Making available declarations on request</li><li>• Checking that the LA has published an Sol, dated prior to the date of the declaration including a section on the methodology for identifying eligible households (note the supplier is not responsible for assessing the content – only that it exists)</li><li>• Where a supplier decides to install a measure, the supplier will also be responsible for ensuring that measures are installed according to the ECO regulations and carried out in domestic premises.</li></ul>
Ofgem	<ul style="list-style-type: none"><li>• Audit of LA declarations to ensure all required information is present.</li><li>• Reviewing notification data relating to flexible eligibility provision</li><li>• Checking that a statement of intent was published before the declaration was made and including how they intend to identify eligible households</li></ul>



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Thank you.

# Ofgem guidance consultation



# ECO2t Consultation Response Part 1

## Administration

- Removing CSCO
- Automatic extensions for 5% of measures
- Trading obligations

## Delivery

- Help to heat group benefit criteria
- Flexible eligibility
- Social housing E, F and G
- First time central heating
- Home heating minimum requirement

## Energy efficiency measures

- Party cavity wall insulation
- New build definition
- PAS update
- Evidencing pre-existing loft insulation
- Evidencing non-gas fuelled premises

# Administrative Guidance

CSCO Final  
determination

Automatic 5%  
extensions

Trading  
obligations

## CSCO final determination

### Meeting your CSCO

- Installation complete before 1 April 2017

### Dealing with excess CSCO

- No transfer or re-election into CSCO post 30 June 17

### Final Determination

- 30 Sep 17

## Automatic extensions for 5% of measures

### Process

- First 5% notified late within 3 months of a particular installation month
- Late measures in batch that exceeds threshold will be returned to supplier
- Suppliers have 15 days to provide update on which measures will have an extension request

### Extension Requests

- As per extension process
- If not approved, measures can be included in 5% if possible

### Calculation - change

- On group company level

# Trading obligations

## Intra-Supplier

- To licence with largest obligation

## Inter-Supplier

- To licence with largest phase 3 obligation
- Where traded obligation greater than original phase 3 obligation additional assurance required

## Application Review – amendment

- 20 working days, expectation of decision or further info
- Inter supplier trades prioritised

# Delivery Guidance

Help to heat group benefits

Flexible eligibility - declarations

Social housing E, F, G

First Time Central Heating

Home heating minimum requirement

## Help to heat group benefits

### Demonstration

- WHD Core Group Notice
- Matched ESAS/DWP ref
- Help to Heat benefit letter
- Status confirmed using gov online services

### Verification

- ESAS/DWP Data matching pre April

### Benefit letters and status

- Dated within 18 months of completion

## Flexible eligibility : Local authority declarations

### Declaration

- Available on request, at audit
- Templates to be made available

### Notification details

- Reference number on the declaration
- Whether household is living in fuel poverty, or low income and vulnerable to the effects of a cold home



## Social housing E, F and G

### EPC Requirements - declaration

- Pre-install below Band D
- Social landlord declaration. Confirm no changes post lodgement, pre install to Band D or above

### Market Rate declaration

- Confirm premises let below market rate, or if void, have previously and will be let at below market rate.
- Signed by person of appropriate authority

### Multiple Measures

- Social landlord to list measures to be installed on declaration
- Confirm EPC rating not increasing to D or above pre final install

## First Time Central Heating (FTCH)

### At no point prior

- Guide: reference to any available evidence within or records relating to the premises

### Eligible pre-main heating sources

- Room heaters or no heating - must be recorded on declaration

### Declaration – Amendment

- Declaration available on request
- “To the best of my knowledge”
- Measures will be rejected if found to be false
- Drafting with ERWG

## Home heating minimum requirement (HHMR) – previously RSMR

Measures notified from April that do not count towards a suppliers HHMR

ECO2t Measure Type	ECO2t Measure Name
Qualifying gas boiler replacement - gas boiler installation - no pre-existing heating controls	QBgas_gas_[walltype]_nopreHCs
Qualifying gas boiler replacement - gas boiler installation - pre-existing heating controls	QBgas_gas_[walltype]_preHCs
Qualifying gas boiler replacement - non-gas boiler installation - no pre-existing heating controls	QBgas_[walltype]_nopreHCs
Qualifying gas boiler replacement - non-gas boiler installation - pre-existing heating controls	QBgas_[walltype]_preHCs

## Energy efficiency measures

Party cavity wall  
insulation

New build definition

PAS

Pre existing loft and non  
gas fuelled premises

## Party Cavity Wall Insulation (PCWI)

### Date of Completed Installation

- Pre 1 April 17 : 35% IUF
- Post, 15% IUF
- 100% measure = all PCW, with consent.

### Secondary measures

- Supported 6 months pre and post notification of PCWI

## Pre existing buildings – amendment

- Construction before 1 April 17 no occupancy requirement
- DOCC to confirm age

## Occupied - amendment

- Construction post 1 April - occupancy requirement
- DOCC to confirm

## Unoccupied - amendment

- Landlord or non resident owner to sign declaration on DOCC
- Date of build to be evidenced; dated prior to evidence of prior occupancy, also to be evidenced
- All to be retained

## Extensions

- Post 1 April, 2017, evidence of construction pre DOCI

# PAS

## Version

- Certification for either 2014 or 2017
- From 1 June, measures referred to in PAS must be installed in accordance with 2017

## Notification

- Suppliers to provide installers certification number
- Certification number for relevant annexes re measure installed

## Evidencing pre-existing loft insulation & Non-gas fuelled premises

### Pre-existing loft: Requirements and Evidencing

- Will not require pre-install TM
- Post installation TM question added
- Presence and depth recorded in DOCC
- 100m or less, installer and consumer declaration in loft

### Non Gas fuelled: Requirements and Evidencing

- Main space heating fuel type recorded in DOCC



# Recently Published Documents

ECO2t guidance consultation Response Part one :

- <https://www.ofgem.gov.uk/publications-and-updates/response-eco2t-consultation-part-one>

ECO2t guidance consultation Part two

- <https://www.ofgem.gov.uk/publications-and-updates/eco2t-consultation-part-two>

Response to ECO deemed scores consultation

- <https://www.ofgem.gov.uk/publications-and-updates/response-eco-deemed-scores-consultation>

ECO2t Measures Table

- <https://www.ofgem.gov.uk/publications-and-updates/eco2t-measures-table-0>

ECO2t Data Dictionary

- <https://www.ofgem.gov.uk/publications-and-updates/eco2t-data-dictionary>

# ECO2t consultation Part 2

- Published **2 February 2017** – closes **16 February 2017**.
- Covers how we propose to administer policies confirmed in the government response to ECO: Help to Heat consultation, namely:
  - **Flexible eligibility** – including how monitor delivery of SWI to non-fuel poor private tenure homes (in-fill) and the requirement for an LA to publish a statement of intent before making any declarations, and
  - **Rural minimum requirement** – 15% of a supplier's phase 3 CERO must be delivered to rural areas.

# Coffee break



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# EACH HOME COUNTS

Review Recommendations, Launch and Implementation

ECO Delivery Group



7<sup>th</sup> February 2017



## Introduction

- Independent Review of Consumer Protection, Advice, Standards and Enforcement for Energy Efficiency and Renewable Energy installations for existing UK Housing
- Report published 16 December 2016:

<https://www.gov.uk/government/publications/each-home-counts-review-of-consumer-advice-protection-standards-and-enforcement-for-energy-efficiency-and-renewable-energy>

- Low key media launch
- Communications, positive and supporting recommendations



# Implementation

- Launch Event – **2 February** – over 120 stakeholders
  - Productive session that provided information about the implementation and start to establish working groups to deliver aspects of the implementation plan
  - Review website launched [www.eachhomecounts.com](http://www.eachhomecounts.com)
- **February-April** – workstreams
  - Holding workshops and meetings to draft delivery proposals and implementation plans
- **Spring**– implementation event – 250 stakeholders
  - To share delivery proposals and implementation plans and discuss
- **Late Spring** – final delivery proposals and implementations plans



# Pilots

- Cornwall County Council announced a pilot with SSE at the launch event on 2 Feb to trial implementation of the Review recommendations alongside their ECO and fuel poverty activities
- EON have also committed to a pilot in the Preston area where they are completing a project to rectify solid walls problems in homes
- Private investors – working to understand how better to engage with consumers and provide funding
- Social Housing
- Investigating other pilot possibilities too.



## Next Steps

- Over 60 emails received with feedback on report
- Working groups to develop implementation plans and delivery proposals
- Implementation event





## Annex: High level recommendations in the report



- **Quality mark:** A trusted brand for advice, quality installations and consumer protection
- Underpinned by:
  - **Consumer charter:** which guarantees consumers good levels of consumer service, response, redress process and warranty protection
  - **Code of conduct:** which sets out how companies need to be managed, behave, operate and report
  - **Codes of practice:** comprehensive framework of technical standards
- And also:
  - **Advice:** Creation of a central advice portal and property-level data warehouse to advise consumers
  - **Redress:** Single point of contact for consumers in need of redress services
  - **Skills:** Stronger skills requirements covering both technical and consumer facing competencies
  - **Governance:** An industry-led organisation providing governance and overseeing compliance, backed by strong sanctions for non-compliance (including removal of the quality mark)
- Full recommendations are shown in Annex A



# Full list of recommendations

## Consumer Protection

- A Consumer Charter should be developed that sets out what a household can expect from organisations across the sector and which covers the entire consumer journey.
- A Consumer Code should be developed for the sector including agreed standards for sales practices, better pre-contract information and a requirement for an insurance backed guarantee for installations under the Quality Mark.
- A consistent and fair redress process should be put in place including a single point of contact for consumers with capability to support vulnerable consumers, an agreed standard for complaint handling, and access to alternative dispute resolution.

## Advice and Guidance

- There should be new approaches for engaging consumers with energy efficiency and renewable energy, for example using trigger points and promoting wider benefits valued by households. This can be achieved through awareness raising programmes delivered at national and local level.
- A set of impartial information and guidance resources should be made available to support more effective private sector communications with customers and to aid consumers making decisions on installing measures. A central Information Hub will act as a collection point for best practice advice and guidance and a Data Warehouse will act as a store for property-level data.
- A range of services and tools linked to the Information Hub and Data Warehouse should be developed to provide advice both online and by telephone, in order to engage with all consumers in ways that are most appropriate for them, including vulnerable households.



# Full list of recommendations

## Quality and Standards

- A research project to map existing formal and informal standards should be commissioned to shape and deliver a standards development programme for retrofit.
- An overarching standards framework document should be developed for the end to end delivery of retrofit of energy efficiency and renewable energy measures, building upon existing standards. This should be made freely available to all those installing under the new Framework.
- A Retrofit Standards Task Group should be established to address the UK's standards needs in the retrofit sector in the broadest sense; that is including formal and non-formal standard solutions as appropriate in the short and longer term.

## Skills and Training

- Industry should begin to embed core knowledge, including basic building physics, pre-installation surveys; and consumer interaction, into all relevant vocational and professional pathways, qualifications, training courses and apprenticeships.
- The way businesses are assessed for 'competence' should be improved, acknowledging the correct mix of skills, knowledge and experience for all roles, and backed up with a consistent assessment strategy and a consistent approach to accreditation of prior experiential learning (APEL).
- A process for greater collaboration within the skills sector should be established to ensure the appropriate skills and knowledge are properly and consistently integrated across the sector and are available for all.



# Full list of recommendations

## Compliance and Enforcement

- A strong consumer facing brand should be developed, delivered and maintained in the form of a new Quality Mark; the new Quality Mark will provide effective redress to the consumer and be positively associated with reputable product and services.
- A proportional and light-touch organisation should develop and oversee the Quality Mark and facilitate activities for the day-to-day management of the Quality Mark, including enforcement, sanctions, technical, operational, and consumer protection related activities.
- There should be a robust and joined-up compliance and enforcement framework in place across the industry. Information on the quality of assessors and installers should be shared in order that poor practice can be easily identified and sanctioned if necessary. The frequency of, and mechanism for performing, technical monitoring or on-site audits should be reviewed and aligned, with the possibility of introducing a risk-based approach in which frequency is increased where poor quality installations are detected.

## Insulation/Fabric

- A process for data collection of pre-installation information should be put in place ahead of any installation of insulation fabric and stored in the Data Warehouse for future use and continuous improvement. Aftercare support and quality information should also be loaded into the Data Warehouse following an install.
- No retrofit project should be undertaken without an appropriately addressed pre-install survey process that takes a joined-up approach to considering the suitability of the measure and its interaction with the building and other measures.
- The “Insulation and Fabric” workstream should feed into the standards, skills and quality assurance development processes to ensure these reflect best practice and fully take account of the issues specific to the technology.



# Full list of recommendations

## Smart Meters

- Tailored home energy efficiency advice should be provided to consumers during the installation visit and key delivery partners should work together to ensure a good customer journey throughout the roll-out.
- Industry should work together to ensure the capacity and skills of installers delivers a safe and efficient roll-out.
- Industry should work together effectively to ensure that smart meters can be installed in as many properties as possible, regardless of property type.

## Home Energy Technologies

- All technologies covered by the Framework should undergo a thorough review by relevant industry groups to identify likely compliance with the new Framework. A clear roadmap should be developed by each technology group setting out an action plan for the steps needed to bring it into line with the new Framework.
- New standards and guidance should be developed covering the integration and interoperability of home energy technologies. This should be considered as part of the standards mapping exercise to be undertaken as part of the standards Recommendations.
- The new Framework needs to be sufficiently flexible to cover existing technologies and to facilitate the entrance of new technologies. A route map should be developed setting out the steps that new technologies will need to go through in order to become part of the recommended schemes.
- Each technology group should work with the organisation responsible for delivering the Information Hub to develop a set of independent, impartial advice documents and/or web based tools for both consumers and the supply chain covering that specific technology.



# Quality & Standards Update

7<sup>th</sup> February 2017



# Improvement Actions

- CWI
  - Independent checking of pre installation assessments
  - CIGA and BBA improvement plans
- EWI
  - Carded operatives, sub contracting, new specifications
- LI
  - CITB guide + additional requirements in PAS annex
- RIRI
  - New guide and pre installation survey checklist
- Embedded in PAS2030
- ECO Delivery Providers Group



# PAS2031 Inspection Regime

- Review of individual insulation measures/risks
- Tiered Approach
  - 1 – 1%
  - 2 – 5%/3%
  - 3 – 7%/5%
- % total inspections + ratios (pre, mid, post)





# Inspections +.....

- Quantity of inspections alone is not enough
- Inspection model must focus on quality not box ticking
- Need for consistency of approach among Certification Bodies
  - Inspections
  - Enforcement
- Quality of inspectors – competent and carded
- Visibility and transparency - inspections, failure rates, improvement plans and sanctions
- Data sharing by CBs with appropriate bodies; guarantee agencies, trade associations, energy companies
- Introduction of central register of companies delisted from PAS for non-compliant work
- There is a cost to quality!



# Enforcement

- Define non conformance
- Uniform Sanctions
  - 1 non conformance - increased inspection targeted at issue
  - 2 non conformances - warning and targeted inspection
  - 3 non conformances - loss of PAS 2030 certification
  - Opportunity for appeal
  - Retraining + reapply
  - Repeat = permanent exclusion
- Data sharing
- Inspection bodies **must** enforce robustly/consistently



# How do I find an NIA Member?

[www.nia-uk.org](http://www.nia-uk.org)

## **ECO Stakeholders Delivery Group**

**Tuesday 7<sup>th</sup> February 2017**

# ***PAS 2030: 2017***

**Changes from 2014 edition**

Presented by

**Brian Such** mcm – Project Manager  
British Standards Solutions Team



By Royal Charter

**PAS 2030:2014 Edition 1**  
**Improving the energy efficiency of existing buildings**

Specification for installation process, process management and service provision



Department of Energy & Climate Change

**PAS 2030:2017**

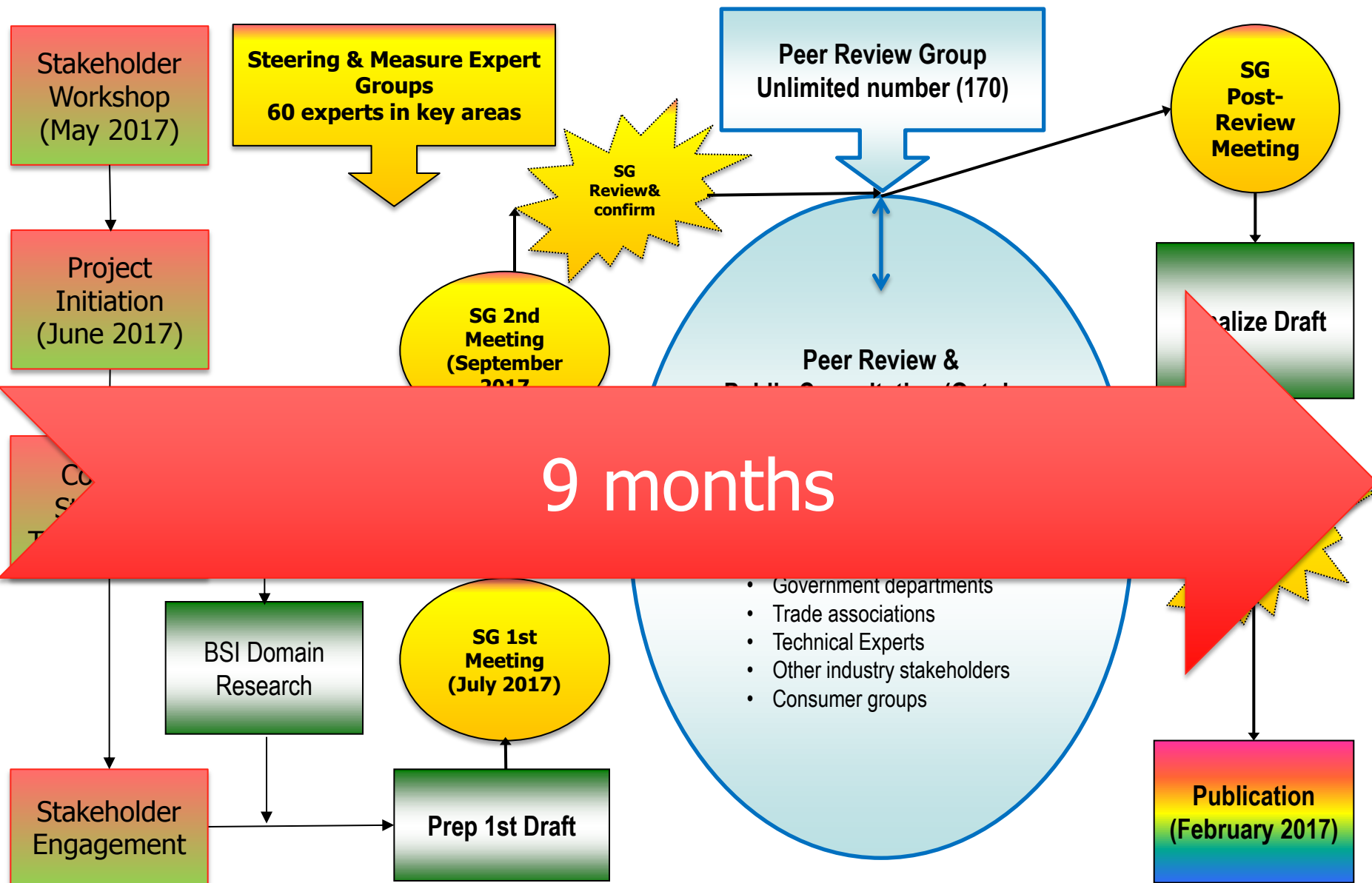
Specification for the installation of energy efficiency measures (EEM) in existing buildings



Department for Business, Energy & Industrial Strategy



# Overview of the PAS 2030 process



# Clause 1: Scope Changes

# PAS 2030: 2017 Scope

- Minimal change to reflect enhanced requirement for installers to validate EEM design
- Reference to additional (informative annexes)
  
- *Remains focussed entirely on installers and installation activity.*
- *Work on new standards for building surveys and EEM design, scheduled to start in 2017.*



# Clause 2: Normative references

# PAS 2030: 2017 Normative references

- Normative references now in Clause 9 (not clause 8)
  - Removal of Green Deal relationship.
  - Green Deal Code of Practice no longer relevant to PAS 2030
- However the code is still relevant to Green Deal Installers*

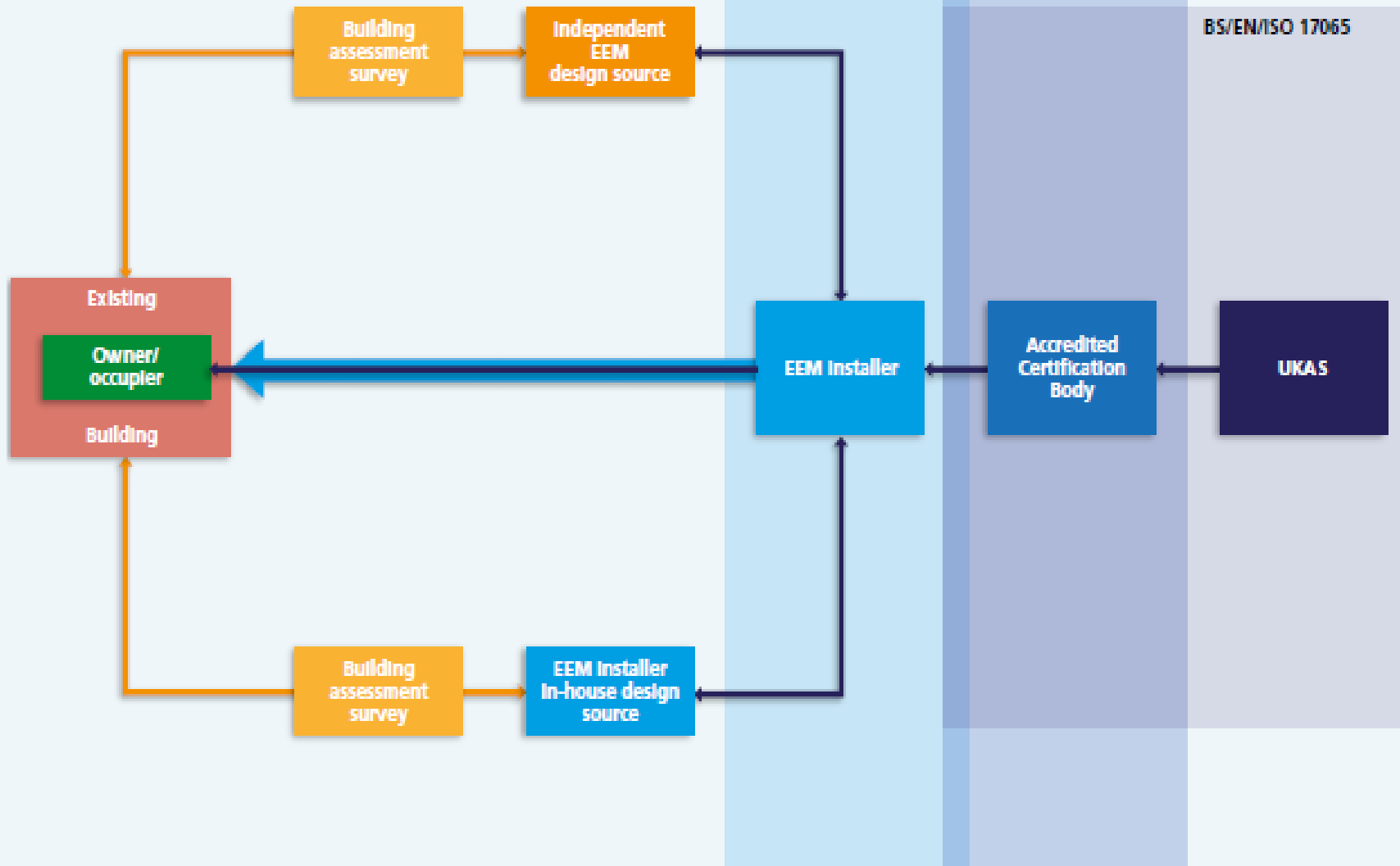
# Clause 3: Terms and definitions

# PAS 2030: 2017 Terms and definitions

- Minimal change
- The term 'Green Deal Provider' and its related definition has been deleted.
- Terms relating to design and specification have been modified or added (see 3.6, 3.7, 3.9 and 3.15).
- The definition of '(installation) method statement has been modified for clarification.

# Clause 4: The EEM design

# EEM Installation and monitoring system



# PAS 2030: 2017 EEM Design

- New clause
- Significant enhancement of requirements relating to design
- Part (2 sub-clauses) of Installation Process in 2014
- Dedicated clause (Clause 4) in 2017
- 4.1 Installer responsibility to be in possession of a location specific EEM design
- The design for an EEM installation may be produced by a third-party EEM design source (an individual or an organization) or by a person or persons responsible for the design function within an Installer's organization, but in either situation for each planned installation, the Installer shall obtain from an EEM design source, a location specific design for the complete package of energy efficiency measures to be installed by that installer at that location, in accordance with 4.2 and 4.3 of this PAS. **The installer shall not commence installation until all of the specified information has been obtained and confirmed.** An installer claiming compliance with PAS 2030 shall not undertake installation of EEM on the basis of designs that do not provide information meeting the requirements of 4.2 and 4.3.
-

# PAS 2030: 2017 EEM Design

- 4.2.1 Design Information source
- 4.2.2 Identification of suitable EEM
- 4.2.3 Reference to external standards or other documents
- 4.2.4 Relationship between the EEM to be installed, other measures already or about to be installed and the building in which installation is to take place  
*(particular focus on ventilation and thermal bridging - see also Annex A)*
- 4.2.5 Minimum acceptable ventilation
- 4.2.6 Commissioning and handover of installed EEM
- 4.2.7 EEM design documentation
- *Relevance for the pre-installation building survey! (Clause 6)*



# Clause 5: Installation process

# PAS 2030: 2017 Installation process

- Minimal change
- Clarification about the use of sub-contractors
- Some minor editorial changes (see 5.6)

# Clause 6: Installation process management

# PAS 2030: 2017 Installation process management

- Minimal change
- Clarification of requirements in relation to 'business and financial probity'(6.9
- Clarification/ enhancement of requirements for product liability insurance, guarantees and warranties and for clarity of contractual liability where installers are contracted on a design and build basis.
- *Establishes requirement for and emphasises the importance of, the pre-installation building inspection!*
- *(see also measure specific annexes)*

# Clause 7: Service provision

# PAS 2030: 2017 Service provision

- Minimal change
- Editorial changes for clarification/ ease of understanding

# Clause 8: Claims of compliance

# PAS 2030: 2017 Claims of compliance

- *No longer constrained by relationship with Green Deal.*
- Provision for specific declaration highlighting the nature of claims i.e
  - Independent third party certification
  - Other party validation
  - Self-validation
- Specified claims enhanced to include/ clarify responsibility for design/ specification.



# **Clause 9: Documents essential to the application of the annexes of this PAS**

# PAS 2030: 2017 PAS 2030 Cross-Referenced documents

- Existing cross references confirmed or updated where necessary.
- *Undated (use most recent edition), appearance of no change!*
- Additional cross references added for Fenestration.
- Statement with regard to ongoing reliance on MTC Annexes NOS and NVQ for competence requirements.\*
- Listing of National Occupational Standards
- List of soon to be available (*March 31<sup>st</sup>*) Insulation measure guidance documents.
- *Note evolving situation with regard to structure for skills and competence.*
- *the new 'Post 16 Skills Plan' which details an approach whereby technical training within 15 work areas is to be spearheaded by industry and approved by a Board at the Institute for Apprenticeships (IfA). This Board is currently being established and is due to take up its new role in April 2017.*
-

# **Annex A: Measure specific Annex Selection and addressing measure co-installation**

# PAS 2030: 2017 Annex A

- Still contains the definitive list of included measures and measure types;
- Extended to include a matrix providing information about the interaction and potential conflict between measures installed in the same building;
- Additional guidance in respect of the maintenance, restoration or improvement of ventilation where the installation of one or more EEM may have improved the airtightness of the building;
- Further reference to significance of thermal bridging.

## **Annex B:**

BFM energy efficiency measures

## **Annex C:**

BSM energy efficiency measures

## **Annex D:**

BSE energy efficiency measures

# PAS 2030: 2017 Annex B Building Fabric Measures

- *Greater emphasis on pre-installation building inspection for several measures*
- Annex B1 Significant change in respect of pre-installation building inspection requirements – independent second check.
- Annex B3 Additional cross references added for Fenestration. Adjustment to routes to competence.
- Annexes B4, B7 and B8, Significant changes, particularly with regard to Installer responsibilities in respect of design/ specification.
- Annex B12 Flexible thermal linings no longer included
- New Annex B12 Annex for Room-in Roof Insulation (RIRI) now included
- Other annexes some minor editorial changes.

# PAS 2030: 2017 Annex C & D Building Services

- Updating of National Occupational Standards references to reflect recent changes.
- *Reason for introduction of NOS listing at clause 9*
- Some minor editorial changes.

## **Annex E:**

PAS 2030:2014/ PAS 2030:2017 – Substantive change

## **Annex F:**

Installer guidance on the use and application of PAS 2030:2017

## **Annex G:**

Example installation project information collation form



*Thank you for your attention*

PAS 2030:2017

Specification for the installation  
of energy efficiency measures (EEM)  
in existing buildings



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**CIGA**

# Future of CWI Guarantees

Ola Taiwo Head of Customer Services  
London  
Feb 2017

# Context

- CWI remains the single most important and cost effective measure to deliver carbon savings.
- Proven reliable technology and delivery scalability reduces compliance risk
- Technical potential remains to treat over 5 Million properties with additional opportunities for insulating Party Wall
- CWI represents almost half of projected Help to Heat measure uptake.
- Future landscape must reflect increasing Customer expectations and recommendations from the “Each Home Counts” Review
- So as the leading provider what is CIGA in association with the industry and Suppliers already doing?

# CIGA – Making a difference

- Appointment of a Consumer Champion to represent the views of customers
- Appointment of non Exec representatives to provide independence
- Development of class leading Customer Service function
- Launch of ADR scheme operated by Chartered Trading Standards Institute approved provider
- Introduction of Vulnerability policy
- Publication and enforcement of Best Practice Guide to handling complaints
- Informing customers through publication of quarterly stats, Annual Reports and guidance
- Incentivising quality by publishing installer performance tables
- Launch of Party Wall Guarantee proposition

# CIGA - Driving Up Quality

- Introduction of requirement for Independent Surveillance of Assessments in PAS2030
- CIGA Mandating as from April 17
- BBA Cavity Assessment Surveillance Scheme (CASS) to be launched 01 April 17
- Cost of £10 per assessment based on
  - 100 percent paper check,
  - 50 percent desktop review of which 10 percent physical check of installer assessor decisions
- Risks:
  - Some insurers and guarantee providers will not mandate independent assessment
  - Need to consider value for money and not just cost when procuring CWI solutions

# CIGA – Looking after Customers

- Since 1995 CIGA has issued 6 million guarantees and occupies 90 percent market share
- A number of installers have gone into liquidation since this time, and CIGA is resolving any complaints under the Guarantee as was intended.
- The number of complaints still remains relatively low at less than 0.25%
- But Customer Service and claim costs have increased as a result of customer expectations
- Guarantee Fee increased from £18 to £25 plus the VAT - but still represents just £1 per year of cover.

# Future Challenges

- Costs have increased/margins much tighter
- Consider Guarantee as a separate consumer purchase outside of cost for installation of CWI measure
- Recognition of differing property and customer preferences:
  - Enhanced - greater ongoing surveillance and intervention
  - High Risk - greater level of protection
- Danger of contracting with installers who do not prescribe to a guarantee scheme that offers independent assessment and separate QA measures to check installer work
- Consider fund of last resort with energy company, system designers and guarantee provider contributions to assist in cases of stranded guarantees and help restore consumer confidence



Department for  
Business, Energy  
& Industrial Strategy

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# THE FUTURE ENERGY EFFICIENCY SUPPLIER OBLIGATION

OCTOBER 2018 - MARCH 2022



7 February 2016





# Energy Efficiency Supplier Obligation 2018-22

## TIMELINES:

- Policy development - Now
- Consultation – Over Summer 2017
- Consultation response – Early 2018
- Regulations Early/Spring 2018
- Obligation begins – 1 October 2018

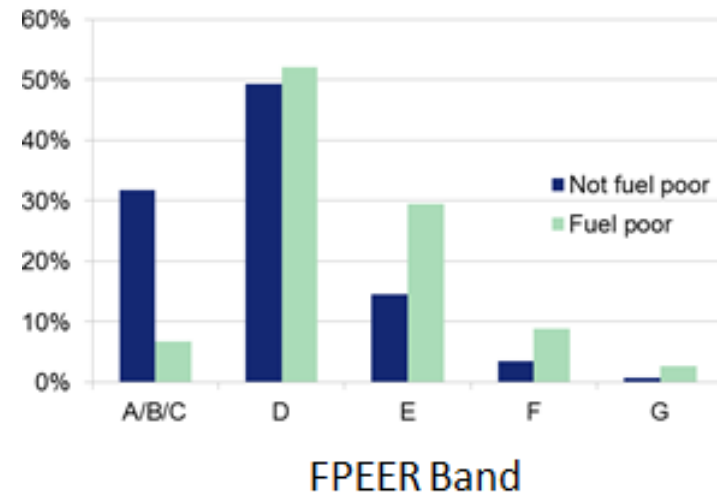


# Energy Efficiency Supplier Obligation 2018-22

## KEY CONSIDERATIONS

As announced in 2015 Spending Review, £640m pa (with inflation) until 2022.

- Fuel Poverty
- Low income households more generally(?)
- Manifesto commitment to insulate 1m homes
- Carbon budgets
- Devolution
- Simplicity and the consumer



*High proportion of fuel poor in energy inefficient homes*

We need to fully understand Ministerial priorities going forward.



# Energy Efficiency Supplier Obligation 2018-22

## ELIGIBILITY

- How many households should be eligible for 3.5yr obligation?
- What is the interaction with Private Rented Sector regulations?
- Should homes that experience the highest energy costs be prioritised? How?
- What next for flexible eligibility?
- Should there be a link to those in receipt of the Warm Home Discount?

## SCHEME OPERATION

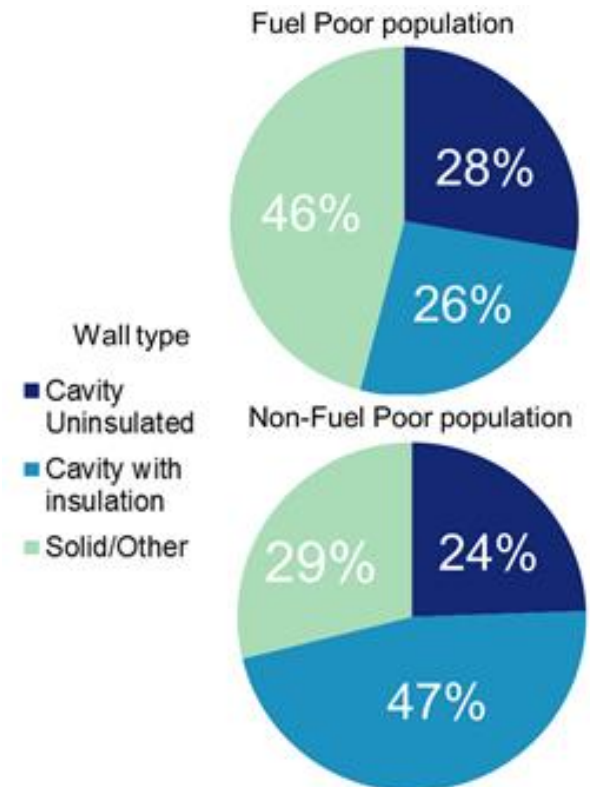
- What scoring metric and method works best?
- Trading? What are the carryover/carry-under rules? Brokerage?
- How to understand which homes are benefitting and where contributions are being made?



# Energy Efficiency Supplier Obligation 2018-22

## MEASURES

- How to meet 1 million homes insulated target?
- What to do about oil and gas boiler replacements?
- What role should SWI play?
- How will 'projects' or area-based approaches work if solely focussed on fuel poor homes?
- Are there rural or non-gas considerations?
- What is the interaction with RHI?
- To what extent could/should innovation be encouraged? How?





# Energy Efficiency Supplier Obligation 2018-22

## EACH HOMES COUNTS

- Timing for a new quality mark? Another PAS iteration?
- What implications for Technical Monitoring? Can data sharing help reduce duplication?
- What role is there for advice for consumers? What form does it take, what is the cost?
- How will a supplier obligation link to an industry data warehouse?



## DEVOLUTION

- How should obligations be set in Scotland and in England/Wales?
- How will an obligation with different rules in Scotland interact with an obligation covering England and Wales?



# Energy Efficiency Supplier Obligation 2018-22

## What are your views?

- So, given £640m, what should a future obligation look like?
- We are interested to hear from stakeholders on these specific points over the next 6-8 weeks to inform our consultation proposals

Thank you

**Chris Hunt**

Senior Policy Adviser, Energy Efficiency Supplier Obligations

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# Questions on the presentations