

ECO Compliance Overview

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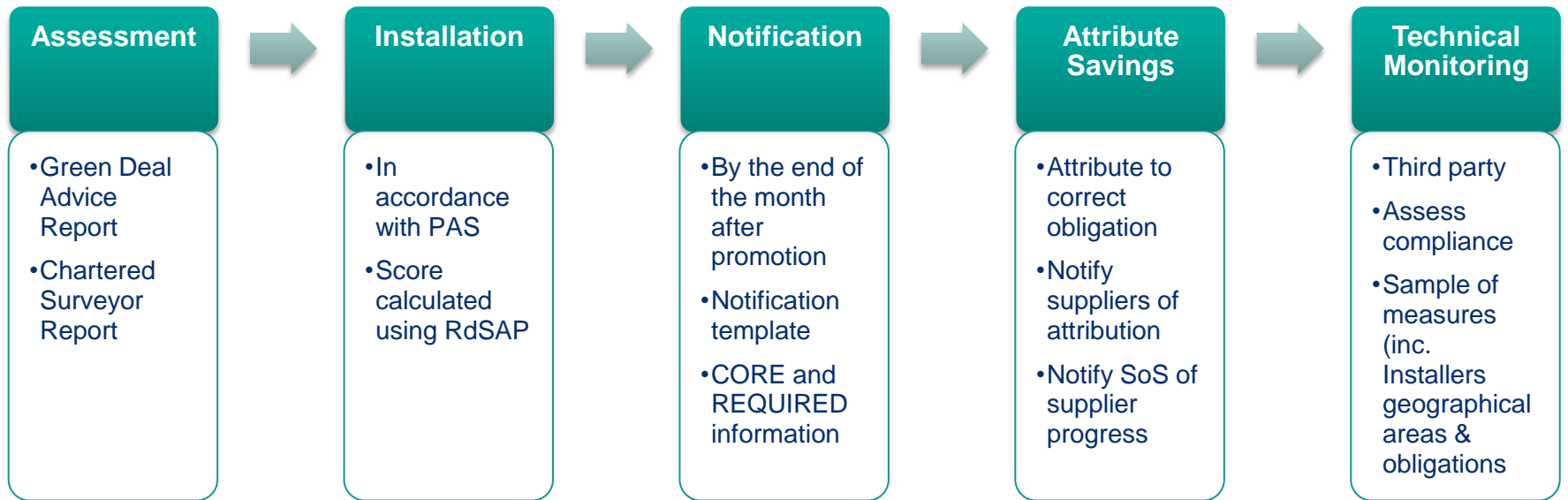
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ECO vs. CERT & CESP – Things have changed...



ECO compliance in one Ofgem slide:

Promotion



More details can be found in the Ofgem Supplier Guidance document

PAS2030 Accreditation

What is it?	A certification standard for installations, also required under Green Deal
Ofgem requirements	ECO installations must be in compliance with PAS2030
Why is it important?	We cannot claim measures not installed by a PAS2030 certified installer
How is it evidenced?	A copy a valid PAS2030 certificate for the measure being installed
What checks do we do?	Certificate is in date, for correct measure and appears on the Green Deal Installer register
Exceptions	PAS2030 covers insulation and boilers Renewable technologies not included (MCS)

Recommending an ECO measure

What is it?	A Green Deal Advice Report (completed by a GDA) or a Chartered Surveyor Report (signed off by a Building or Residential Valuation Surveyor).
Ofgem requirements	Recommendation is needed for CERO & CSCO measures and must be dated before installation.
Why is it important?	We cannot claim measures without a valid pre-installation recommendation.
How is it evidenced?	GDAR: Certificate that a GDA Organisation has been used / CS: Name and RICS membership no.
What checks do we do?	GDAR: Valid and appears on Green Deal Register / CS: Valid entry on RICS & correct qualification
Exceptions	Not needed for HHCRO measures e.g. AW boiler replacements and repairs; or District Heating.

What guarantees are Ofgem approved for CWI and SWI? A.

CIGA (CWI / 3s / narrow); BUFGA ECO (CWI); Kinnell ECO (CWI / SWI); SWIGA (SWI)

What is it?	An appropriate guarantee is needed for CWI / HTT / SWI
Ofgem requirements	Financial assurance / 25 years+ / coverage for failure & remedial / quality assurance framework
Why is it important?	We cannot claim CWI / HTT / SWI without an appropriate guarantee
How is it evidenced?	Evidence of policy in place to provide a guarantee on the Ofgem approved list; examples of customer guarantees will be asked for after claim.
What checks do we do?	That the guarantee is on the Ofgem list for the measure being installed. If not included installer must refer to Ofgem, provide supporting evidence needed, can take 1 month+. Or use alternative.
Exceptions	For other measures we will ask to see evidence of the guarantee that is being provided.

Product accreditation requirements under ECO

What is it?	Evidence of product accreditation and suitability for the conditions under which it will be used / fitted.
Ofgem requirements	Products and systems must be compliant with Building Regulations.
Why is it important?	We cannot claim measures if non-compliant products were installed.
How is it evidenced?	CWI/ LI: BBA certificate (product & installer); SWI: BBA certificate (product), manufacturer approval to install product (installer), BBA surveillance scheme member (installer -optional); Boilers: CE0086 kitemark
What checks do we do?	That certificates are valid on accreditation websites.
Exceptions	Consult compliance team on appropriate standards for other products e.g. glazing

Carbon Score Calculation

What is it?	Standard Assessment Procedure for assessing building energy performance.
Ofgem requirements	Only BRE approved SAP Oct 2010 or RdSAP v9.91 tools can be used
Why is it important?	We cannot claim measures carbon scores were not calculated using the correct software
How is it evidenced?	Name and version number of tool to be provided RRN for a lodged pre-install EPC asked for on every property on the claim submission.
What checks do we do?	That the tool appears on the approved list. EcoHub validates carbon scores submitted
Exceptions	None.

Data Protection & Technical Monitoring

What is it?	Customer T&Cs need to explain how their data will be shared with Ofgem. For managed schemes we will need access permission to complete Technical Monitoring.
Ofgem requirements	There is specific wording (Clause 9.42) which must be included in contracts with households.
Why is it important?	It allows us to legally share customer information with Ofgem. Facilitate TM and reduce complaints.
How is it evidenced?	Copy of customer T&Cs to be provided.
What checks do we do?	Data statement included. For managed schemes that reference to access for TM is included.
Exceptions	On non-managed schemes the client is responsible for completing TM.

After Ofgem: quality checks and Technical Monitoring

- Customer Ts & Cs must include provision for sharing data (Fair Processing Notice), and allowing Technical Monitoring

British Gas will randomly select 5% of all measures and request the following :

Evidence

Declaration of conformity/completed installation

Copy of customer guarantee

Copy of chartered surveyor report

Boiler assessment checklist

Photographic evidence of Affordable Warmth Group eligibility

Photographic evidence of Householder eligibility

For use with the following contract types: Non-dividend / Self provision / Brokerage

BSI/EC Compliance Team

1. Client take on checklist

The following evidence list to be obtained during the take on process and provided to BSI/ECComplianceTeam@centrica.com

Note: This list to be read in conjunction with the Compliance Document for the relevant ECO category and measure which provides further guidance on appropriate evidence needed and must be completed and returned by the client.

The Client will need to provide the following evidence:	Received
Pass2GO certificate for all installs and measures	
Evidence of use of certified Open Desk Assessor Organisation or qualified Chartered Surveyor	
Evidence of appropriate guarantee policy in place for measures	
Evidence of appropriate approval of products / systems to be installed	
Name and version number of ACP/CP tool to be used	
Completed Form 16 - installer use form	
Completed Fuelwise to My Process letter	
Form 16/20/21/22/23 in company folder or scan	
Copy of photo of the following: main gas line / meter / stopcock / meter placement	
UKF certificate (if applicable)	
Completed Compliance Document	

The Contract Manager will need to provide the following:

Copy of signed contract	
Completed Form 16 - installer use form	
Attachments to be provided to the client during take on by the contract manager	
Form 16 - installer use form	
Contract Fuelwise to My Process letter	
Compliance Checklist applicable to measure and ECO category	
Open Smart Declaration (Contract manager to record on annual & initial open desk declaration)	

2. Reporting

Client will need to report on installed measures by the 15th of the month following the month in which the installations were handed over to the customer. Installations must be reported using the open desk declaration which will be provided to the client during the take on process. Clients must lodge a provisional MTC for all measures to enable validation of random checks.

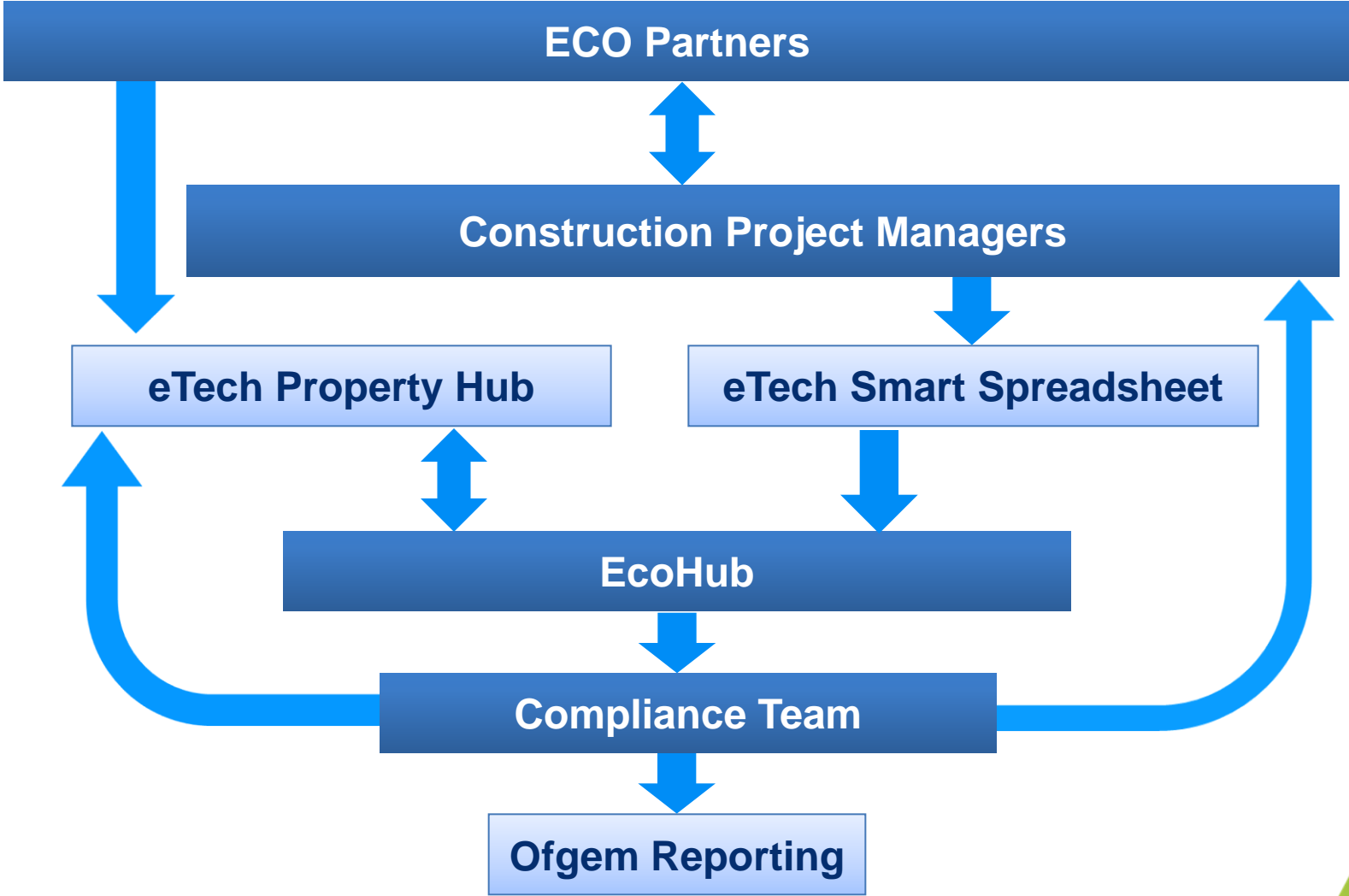
Note: All supporting evidence (as applicable) must be retained for 12 months following submission of the declaration. We will select a representative sample (0.5% of total) of installations and request copies of the evidence below for these installations.

Evidence	Received
Declaration of conformity/completed installation	
Copy of customer guarantee	
Copy of chartered surveyor report	
Boiler assessment checklist	
Photographic evidence of Affordable Warmth Group eligibility	
Photographic evidence of Householder eligibility	

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- 5% of installs will be visited by third party inspectors, as per previous CERT and current ECO requirements: British Gas will arrange this

Reporting ECO carbon: EcoHub is our system solution for delivering ECO

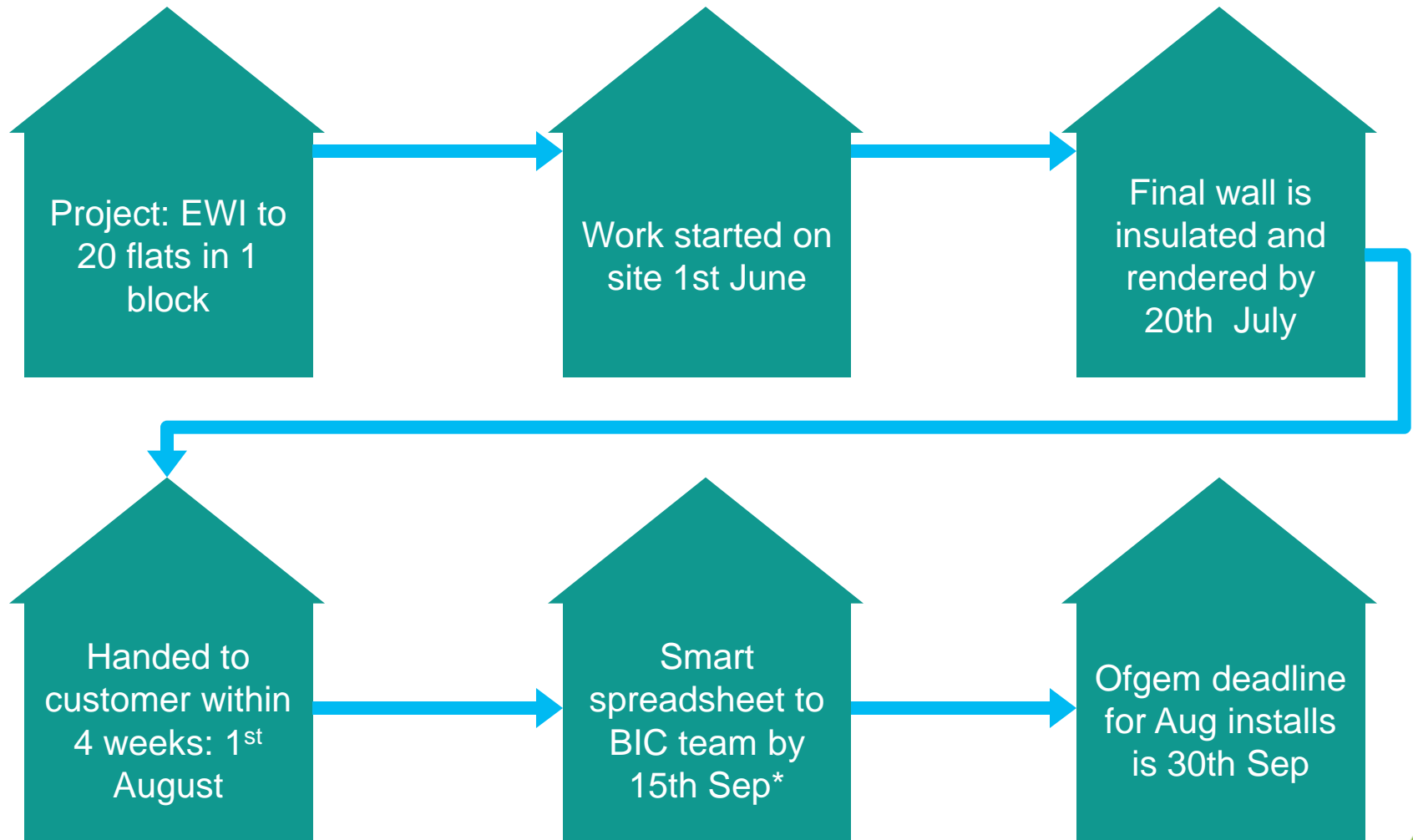


Reporting ECO Carbon: Things to Remember

- EcoHub is the tool energy suppliers use to manage ECO reporting
- Functionality is under development, and will be used to import measures, calculate funding, retain compliance evidence and report monthly to Ofgem
- Data will be provided to British Gas either in:-
 - a prescribed eTech “smart” spreadsheet or
 - by automated transfer where the installer is using eTech’s Property Hub
- ECO Hub validates each measure/score when importing into the ECO Hub
- ECO Hub will be the source of invoice generation



Reporting – Example



*To allow for verification checks and internal sign off

Declaration of Conformity

Declaration of Conformity is required for all insulation and boiler measures installed under PAS2030.

Acts as evidence of completed installation.

Confirms handover date, against which measures must be reported.

Must be signed by installer.

Must be signed by customer to confirm date completed installation was handed over.
Suggested wording provided in the Ofgem Guidance (Appendix 1)

If measure installed is not included in PAS (e.g.micro-gen) there is an Ofgem template; 'Declaration of completed installation'

Energy Companies Obligation (ECO)

EXAMPLE: Declaration of Completed Installation

This declaration must be completed when an energy efficiency measure is installed under ECO and that measure is not included within an annex of PAS 2030:2012.

For Completion by the Installer:

The address of installation:

Energy efficiency measure	Date the installer finished work on the measure	Date of handover to customer of all information relating to the measure

Signature of Installer:

Print Name:

Dated:

For Completion by the Customer:

I confirm that the information above is accurate

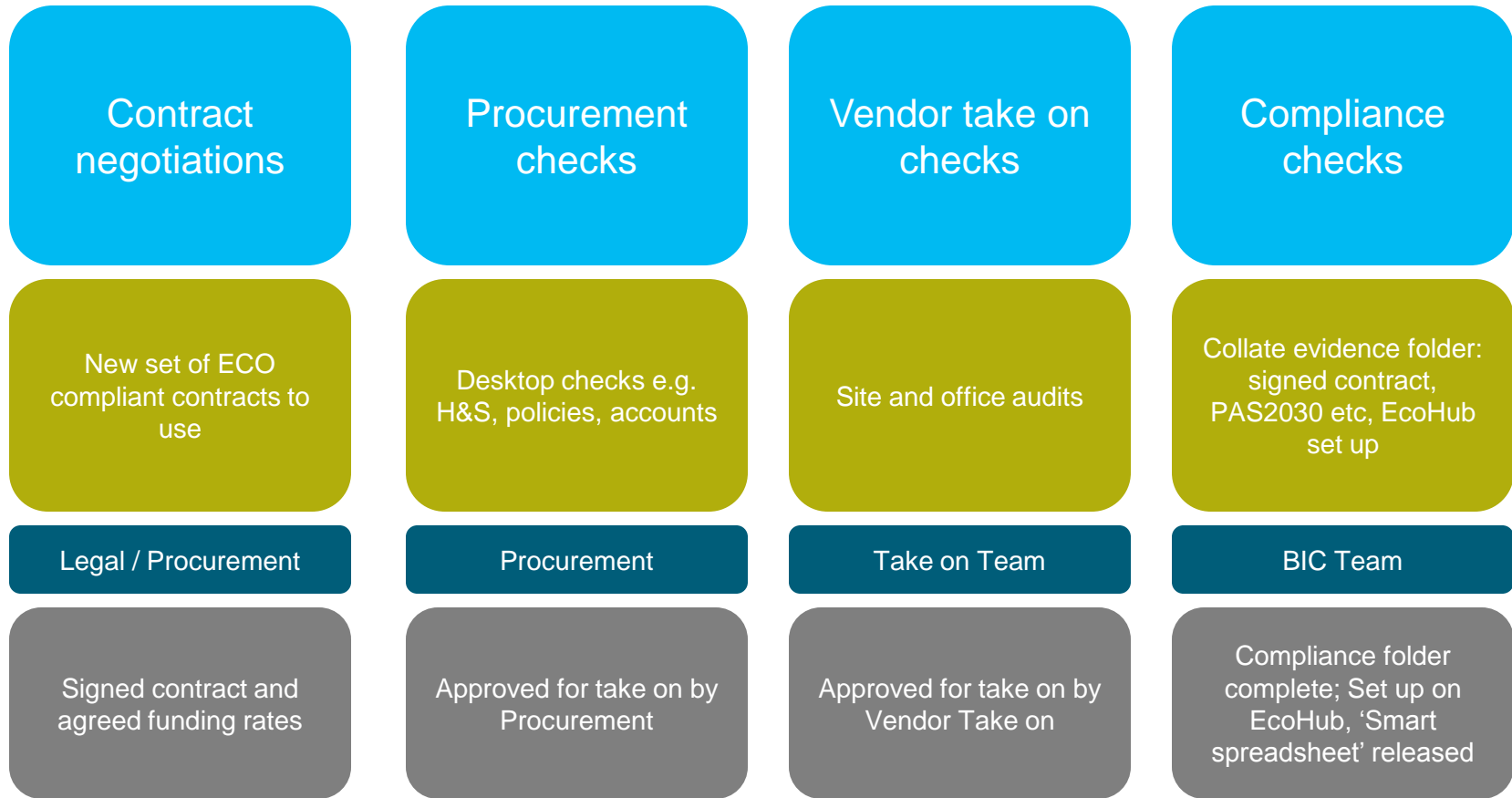
Signature:

Print Name:

Dated:

Take on process for our programme partners

Complete process and begin installations



New take on process – information the BIC team will need to gather at set up

- Copy of signed final contact
- PAS2030 Certificate – for all installers
- Name of Green Deal Advice Organisation & their certification Number, OR
- Name of Chartered Surveyor & evidence of RICS qualification
- Name and version no. of RdSAP tool
- Product guarantee to be used
- Evidence product or system complies with Building Regs e.g. BBA
- EcoHub Installer Set up Form
- EcoHub Contract Setup Form
- SAP Vendor Setup Form (unless already on SAP)

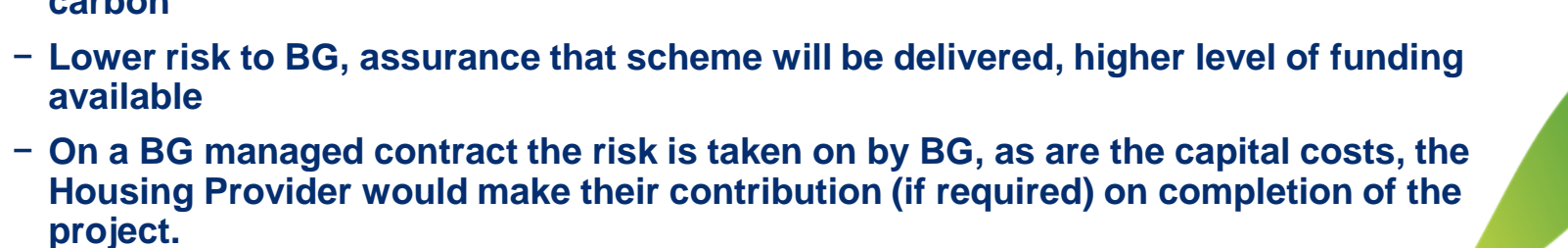


Utilising the British Gas Installer and Construction Frameworks for Social Housing Schemes

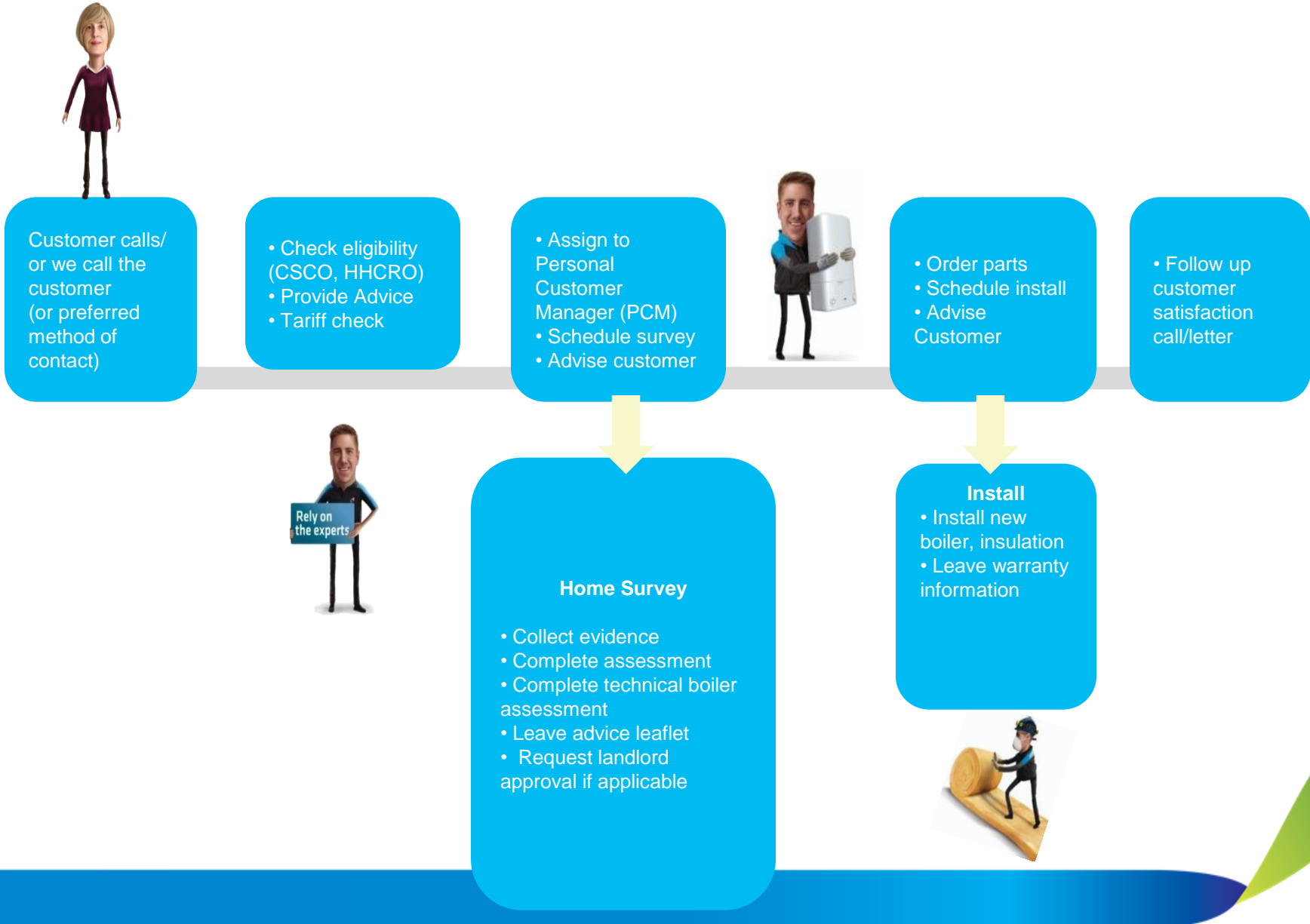
• Funding Only

- Delivered by client using their own delivery contractors
- Does not include funding for GD assessments, responsibility for banking carbon falls with client
- Higher risk option to BG, no guarantee of carbon delivery, reduced funding
- With a funding only contract the Housing Provider will take all the risk and provide the upfront capital for the project.

• Managed Scheme

- Funded and delivered by BG using our own contractors, utilising local labour whenever possible.
 - Includes GD assessments and all survey work, BG work directly with installers to bank carbon
 - Lower risk to BG, assurance that scheme will be delivered, higher level of funding available
 - On a BG managed contract the risk is taken on by BG, as are the capital costs, the Housing Provider would make their contribution (if required) on completion of the project.
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British Gas' Customer journey – private sector referral



Examples of available support for marketing

- Support for marketing the scheme to your residents can be provided in a number of ways
- This will be determined based on your preferred channels



British Gas managed schemes can provide a wide range of opportunities to support the wider community

British Gas provides the opportunity to affect the wider community through offers outside of ECO installations



Community Engagement



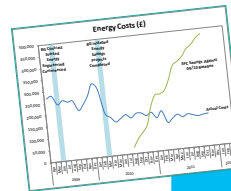
LED Street Lighting



Green Deal



Smart Meters



Energy Performance Partnerships

Questions?

- For more information on British Gas's Delivery Framework, the tender exercise we held to set it up and our managed offering for social housing providers please contact:

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