

CAN Executive Meeting Minutes

9 January 2014 @ 10:30 am
London Borough of Camden Town Hall

Present:

Darsh Chauhan	(DCh)	CAN National Secretariat & Vice Chair, East Midlands CAN
Tina Cowley	(TC)	E.ON
Rob Leeson	(RL)	CAN National Secretariat
Karen Lond	(KL)	Chair, East Midlands CAN
Paul Maplethorpe (Chair)	(PM)	CAN National Chair & Chair, East Pennine CAN
Carol White	(CW)	Chair, South East CAN
David Colbourne	(DCo)	Chair, North West CAN
Jo Gill	(JG)	Chair, London HECA
John Kolm-Murray	(JKM)	National CAN Deputy Chair
Paul Hinsley	(PH)	Chair, HECA East
Chris Hunt	(CH)	Ofgem, HHCRO Manager
Conor Molphy	(CM)	Ofgem, ECO Technical Assistant Manager

Apologies:

Jane Mears - Vice Chair, East Pennine CAN
Rachel Jones - Chair of West Midlands CAN
Steve Martin - Chair CAN Cymru Housing
Neil Short - Chair, South West CAN

Welcome and Introductions

PM welcomed the group and introductions were made.

1. Minutes of 10 October 2013 & Matters Arising

- 1.1 The minutes were read and accepted as a true record of the meeting. The following matters arising were addressed:
- 1.2 DCo has not sent out briefing note on ECO. DCo to send around.
- 1.3 TC has forwarded list of pre-approved measures.
- 1.4 RL and PM have received an email response from Steve Martin. PM read out Steve's email. He hopes to gain sponsorship soon to restart the network in Wales and hopes to attend future Executive meetings.
- 1.5 RL asked if he could add the regional updates to the regional pages of the CAN web forum in future. Everyone was happy for this to happen. If there is anything that cannot go onto the web the chairs should let RL know.
- 1.6 RL has signed up to Twitter and LinkedIn and will be looking at ways to automate tweets from the CAN web forum news.
- 1.7 DECC Domestic Private Rented Sector Working Group - There are issues with minimum efficiency standards. Landlords are lobbying for no standard for pre-1919 properties because they are too expensive to improve. DCLG are supporting them and are against the idea that landlords fund anything at all. Given how poor GD and ECO are, if there is no requirement on landlords, then the 2018 standard will become meaningless as they will become exempt from the regulations. Jenny Holland is trying to organise a meeting on this. JKM to attend.
- 1.8 EU are investigating UK not enforcing EPCs. This might be useful.
- 1.9 KL offered to get more information as backup for meetings. There is a need for proof that many properties cannot be helped by ECO and GD, even though it's obvious.
- 1.10 Why should landlords be exempt? They are running a business. There should be some planning considerations, e.g. conservation areas but not a blanket exemption for pre-1919 properties.

Action: DCo to send briefing note around the Executive

Action: Speak to FL about the above issues

Action: RL to send email asking for comments and evidence on pre-1919 properties.

Action: KL to look for article on EU EPC inquiry and to send around

Action: RL to add future regional updates to the website

2. Sponsor's Update – Tina Cowley, E.ON

- 2.1 The main concern over the autumn statement is the April timescale for legislation is ambitious.
- 2.2 E.ON have not cancelled any contracts as a result of the announcements, unlike some suppliers.
- 2.3 Some contracts have had to be renegotiated such as changing the mix of measures however keeping the spending levels the same.
- 2.4 There are no changes to HHCRO.
- 2.5 E.ON have announced a price rise. They are the last utility to do so with the lowest rise on average 3.7% increase for dual fuel customers. This comes into effect from 18 January 2014.
- 2.6 E.ON still striving to be the trusted energy partner. A huge amount of time and effort are being invested into looking at how to improve services.
- 2.7 E.ON will be launching a new customer statement to make sure all customers are treated fairly (Trust Programme).
- 2.8 E.ON has secured a new contract with The Queens medical centre in Nottingham. This 15-year contract will allow Queens to save £3million per year using advanced energy saving processes and upgrades.
- 2.9 E.ON are working on workshop content for the next CAN conference. The focus will be how we can support customers over and above ECO by accessing other funds. For example, EON will fund 51% of the cost of a boiler replacement. The remaining 49% will be sourced from additional funding, meaning there is no cost to the customer. Accessing external funding will be covered in the workshops.
- 2.10 DCo asked if there is a summary of the changes of the autumn statement?
- 2.11 There are changes to CERO. Primary measures can now include loft and cavity wall insulation. They are reducing external wall obligation.
- 2.12 E.ON are looking at cavities and lofts as measures under CERO rather than under HHCRO.

Action: TC will check to see if it's possible to share document with the Exec. If not, will produce summary of changes and circulate that.

3. Secretariat Update – Darsh Chauhan & Rob Leeson

- 3.1 The last quarter was unusual as there was no conference to organise. We used this time to tidy up some outstanding work.
- 3.2 The auditors picked up that CAN still owes Climate Energy £3,000. This will be paid by cheque.
- 3.3 We have chased a lot of outstanding debts from conference fees. We have recovered most of the amount but still chasing just over £1,000.
- 3.4 We are preparing for the January conference. We are up to 72 delegates at the moment.
- 3.5 There is a lack of private sector interest in the new conference, this is probably because of GD and ECO.
- 3.6 JKLM - There is a lot of interest in CHP in London. This would be a good workshop subject and perhaps may attract exhibitors.
- 3.7 The Chairs Away Day is on 25 Feb. Dan McCartney from the LGA will be coming to deliver a session in the morning. We will use the afternoon to prepare a CAN national response to the fuel poverty consultation if it is open by then.
- 3.8 We have asked Colin Anderson to chair, but have not heard from him yet.
- 3.9 Alternative suggestions for a facilitator for the day included the NEA and Brenda Boardman. Concerns were expressed that the NEA might not be neutral enough. Brenda was agreed as a good option.
- 3.10 The LGA at the Fuel Poverty Advisory Group have been downplaying expectations on LAs.
- 3.11 NE CAN have had problems and there is now no chair or secretariat, meaning there is effectively no NE CAN. They were expecting sponsorship which fell through. There are around only ten officers in the region. Would it be possible to direct those officers to meetings in either EP or NW?
- 3.12 DCo: NW is going the other way. There are five sub regions. There is less activity regionally and therefore there is less cohesion as a region. They would welcome NE members who want to attend but due to the geographics it may not be appropriate to attend.
- 3.13 EP will be moving the venue of their meeting to Leeds, as they need more space due to the success of regional meetings. This will make it harder for NE officers to attend.

- 3.14 CAN National Secretariat will ask members in NE CAN to email chairs in NW and EP if they want to attend their regional meetings.
- 3.15 The workload on the National Secretariat is increasing as the financial situation of CAN is better. DCh proposed a part-time officer to work at the National Secretariat. This will cost an extra £550 a month but will allow for support for 2.5 days a week.
- 3.16 Agreement was given to recruit a part-time officer for the Secretariat to work 2.5 days a week. This will be reviewed at the next January meeting.
- 3.17 RL to send out election nomination forms in advance of the AGM, in accordance with the memorandum of association.
- 3.18 Accounts to be signed off at the AGM.

Action: RL to check with DCh on a speaker for CHP.

Action: RL to ask members in NE CAN to email chairs in NW and EP to attend their meetings.

Action: RL to continue to send updates to officers in the NE region

Action: CAN Executive to monitor the situation in NE region

Action: RL to email nomination forms in advance of the AGM

4. Representation, consultations and policy

Engaging with the public health agenda

- 4.1 NICE committee still meeting and making good progress. There is a debate about the usefulness of the definition of excess winter deaths. Currently people who died from April onwards are not included in this definition. They are looking at smarter ways to measure.
- 4.2 There is a public health conference in Birmingham held by the LGA, JKM is speaking there.
- 4.3 There are issues about data protection in the health sector, section 2 of the data protection act allows ground to share data, where it is vital for life and death. This is a potential avenue to explore to working with GP surgeries to identify vulnerable citizens who may be at risk of fuel poverty. JKM is trying to find out if it is possible to share data on people at risk of cold related mortality.

Warm Front data

- 4.4 The CAN secretariat has sent reasons for the release of the data. DECC have rejected these grounds saying that data was only previously released for HECA
- 4.5 DCo suggests using the Environmental Information Act as grounds to access this information. He suggests revisiting an article in CAN news written by Darren Adams.
- 4.6 If this fails then the Secretariat is to approach the Data Commissioner or try and request post code level data from DECC

DECC's Big Energy Saving Network

- 4.7 There was a meeting on the 5 December but DCo could not attend, he sent his apologies. He is waiting on the minutes of the meeting.
- 4.8 This funding is due to end at the end of March 2014.
- 4.9 JKM has applied for funding and received enough to cover six weeks of officer time. The NW has also received some funding.
- 4.10 So far approximately 100 projects have received up to 5,000 to raise awareness of fuel switching. This is only open to charities. LAs need to know about work happening in their areas as they are not told systematically.

Off Gas Grid Forum

- 4.11 KL is representing CAN on this forum, she is the only LA officer there. This group is the sub group of the Fuel Poverty Advisory Group.
- 4.12 Distributors wanted to find easy to connect properties. There was a discussion on who had this information. There was a misconception that LAs are sitting on this information, KL put them straight.
- 4.13 This group will look at areas that are presently highly unlikely to be joined to the grid.
- 4.14 The next meeting will be in February, KL to attend and provide an update.

Annual Work Programme

- 4.15 This is to be set at the next AGM for the next 12 months.

5. Regional Updates

5.1 *East Pennines*

PM next meeting in February in Leeds, this will be a joint meeting with the NEA.

5.2 *North West CAN*

Dco there was a fuel poverty event in Preston, they have also participated in the Inside Out Programme.

Liverpool is hosting the International Event on business and will be looking at retrofit this part of the 61 day challenge to showcase low carbon technologies.

There is additional funding for fuel poverty detection tools.

5.3 *East Midlands CAN*

KL the last meeting was held in Leicester on 10 December. This was also the AGM, KL been re-elected as Chair, DCh elected as Vice Chair/Treasurer.

Flourish will continue to provide the Secretariat at no cost until funding is found. Therefore they will be offered a speaking slot at the next meeting.

The MOU was accepted at this meeting.

At the December meeting Lucy Breeze from the LGA gave feedback on the LGA survey, Rachel Wookey from Public Health England also gave a presentation.

The meeting was sponsored by Energy Audit Company.

EMCAN meetings are now enjoying a good turnout of LA officers. The last meeting actually received positive written feedback from officers.

The next meeting will be on 6 March at Ashfield Council.

Current projects in the region include collective switching, some LAs have put in bids under the Green Deal communities fund.

The NEA have a fuel poverty forum and DECC workshop in February.

5.4 *Eastern HECA*

PH The next meeting will be on 4 February. This will be a joint meeting with the NEA.

Emailed Update:

Name: Paul Hinsley, HECA East Chair

Details of any meetings held and/or forthcoming:

The next HECA East meeting is to be held on 4 February 2014 at Bury St Edmunds. It's proposed that speakers cover Warm Homes Healthy people – learning and taking winter FP programmes forward. The venue is also being shared with the NEA's meeting, which will allow HECA East members to attend their meeting if they so wish.

Details of any current projects:

Hunts, S Cambs, E Cambs and Fenland, plus Cambridge City Council and Cambs County Council have procured the services of Climate Energy Ltd to deliver Green Deal services in partnership with the local authority. The scheme launched in November at the Smartlife Low Carbon Centre, Cambridge Regional College – see www.actiononenergy.net.

Colchester Borough Council: Have submitted an application for £3M bid to the DECC Green Deal Local Authority Fund to support uptake of energy efficiency work through the Green Deal, especially SWI. HECA targets are being met through the following work streams: . Asset management, community engagement, funding, green deal, planning/building control, fuel poverty and public health (Wendy.Bixby@colchester.gov.uk) will be happy to provide further details.

Suffolk: Warm Homes Healthy People operating this winter following much lobbying to the newly formed Suffolk Public Health board. Target to survey over 1000 vulnerable homes this winter and make referrals to partner programmes. Funding available for emergency fuel payments. A Suffolk wide procurement exercise took place in November 2013 and an ECO partner and separate Green Deal

partner have been appointed for the county. The ECO scheme is being branded as Suffolk Energy Action and is operated by Climate Energy.

Three Rivers District Council: Similar to Watford BC, Three Rivers DC have undertaken the following:

- External insulation (including brick slip detailing) to 118 dwellings; fully funded by ECO to Housing Trust and private residents over two council areas (all non means tested). The scheme won a Hertfordshire Building Futures Award.
- Participating in Warm Homes, Healthy People - a Hertfordshire county wide campaign continuing from the previous DoH campaigns.
- Participating as a Founding member of Green Deal Together - a GD accredited community interest company of 14 LA's across some of Herts, Beds and Bucks; www.greendealtogether.org.uk

Bedford Borough Council: Bedford Borough Council's Sustainability Team and Public Health have worked together recently to produce an information sheet titled 'Safe, Healthy and Well': www.bedford.gov.uk/safehealthywell. The main aim of the leaflet is to reduce fuel poverty and excess winter deaths in the Borough. The information sheet brings together existing services offered by Bedford Borough Council, and other organisations that can help residents keep safe, healthy and well and is being distributed by frontline and home-visiting staff to identify and help residents who may be at risk from cold homes.

Harlow Council: Harlow's Housing department has completed 302 EWI jobs on its own stock and committed to doing another 72 over the next 6 months. A small number of private sector householders have piggy backed the LA scheme and installed EWI to their home.

Housing are also undertaking an evaluation of district heating schemes with a view to install heat meters and efficiency upgrades.

Harlow decided not to make a bid for Green Deal Communities Fund but will consider bidding in a future round. We do not have a great deal of activity in the private sector.

Watford Borough Council;

- Have agreed to sign up to Climate Local - in the progress of signing up
- External insulation (including brick slip detailing) to 118 dwellings; fully funded by ECO to Housing Trust and private residents over two council areas (all non means tested). The scheme won a Hertfordshire Building Futures Award.
- Participating in Warm Homes, Healthy People - a Hertfordshire county wide campaign continuing from the previous DoH campaigns.
- Participating as a Founding member of Green Deal Together - a GD accredited community interest company of 14 LA's across some of Herts, Beds and Bucks; www.greendealtogether.org.uk

Essex County Council: Are to launch a Community Energy Switching Scheme in partnership with iChoosr. The Essex Energy Partnership has placed procurement of a Green Deal Provider on hold pending consultation on DECC's changes to ECO funding levels, which is expected to be completed by April 2014.

Hertfordshire County Council: Are running a 'Keep Warm Stay Well' project in Hertfordshire this year. Further details can be found at:

<http://www.hertsdirect.org/your-community/ihertshelp/keepwarmwell/>

Any other comments, e.g. issues or barriers:

Understanding the funding landscape:

Eastern region underperforms when it comes to securing energy related public funding.

5.5 South East CAN

CW The next meeting will be in February. There is a collective switching scheme in Hampshire. In the region the project hitting the cold spots has been topped up with £50k due to a carry-over of Warm Homes Healthy People Money and money from the Health Commissioner.

5.6 London HECA Forum

JG The London HECA forum met on the 12 December, they had an okay attendance but people were busy doing Green Deal bids.

There is work on individual Heat Consumer Protection Scheme on CHP, which is progressing well.

The collective switching scheme has provided average savings of £114 per household.

Many Councils are tendering for ECO, Hillingdon has done work on solid wall insulation which started last summer.

The GLA would like a PAN London Energy Advice Scheme for the whole of London.

Islington is running a bulk referral discount scheme, 1000 people have signed up in just over 8 weeks. They are working with 5 of the big 6. The scheme is going well.

Emailed Update:

Name: Jo Gill, London HECA Forum Chair

Details of any meetings held and/or forthcoming:

Winter Forum held on 12 December 2013

Details of any other events held and/or forthcoming:

Retrofit London conference on 6 December 2013

Details of any current projects:

London Assembly is considering developing a London-wide fuel poverty advice and referral service to deliver consistent provision across London.

Member updates from the forum meeting were as follows:

Hillingdon

Hillingdon is delivering its ECO scheme with Dyson Energy Services, focussing on solid wall, loft and cavity wall insulation and boiler upgrades to council properties. They are also developing a bid for the Green Deal Communities funding, hoping to reach vulnerable households that are not eligible for ECO.

Lambeth

Lambeth has funding from British Gas for hard to treat cavities in council stock. They're also trying to work with the private sector in those areas.

Newham

Newham has its ECO delivery out to tender, with responses expected before Christmas. With recent changes it's difficult to know what responses to expect. They also have an MoU in place with London Warm Zone to continue delivery of the EDF funded HHCRO boiler replacement pilot project.

A joint bid for Green Deal Communities funding for the private rented sector across London and the South East is being developed by the London Landlord Accreditation Scheme (LLAS). This may also be affected by recent policy changes as there may be more funding available for the PRS.

It has not been possible to access public health funding to continue Newham's Warm Homes, Healthy People (WHHP) schemes.

Brent

Energy Solutions is working to develop a fuel poverty referral system with children's centres, CAB, the STARRS rehabilitation and reablement service, and mental health teams amongst others. They are working with London Warm Zones and also trying to draw in HHCRO funding to continue WHHP work. Brent Public Health is not planning to fund any further WHHP work.

Brent council has developed an online Budget Simulator for residents to outline how they would choose to prioritise the council budget, though it does not seem to be very transparent and does not seem to include public health funding.

Islington

Islington has secured £34k from Public Health to support delivery via third sector partners. They are also working on a pilot aiming to increase referrals from GPs.

District energy and CHP are still a major focus in Islington, the council is looking to expand the district energy network, to sell heat to the private sector in order to subsidise costs for social tenants. There are also plans to utilise waste heat from the underground.

Islington is also working on a pilot scheme to encourage residents to claim the Warm Homes Discount, using bulk data available through priority service registers. The project has had a 20% response rate and led to around £250k of savings for residents.

SHINE has received around 2000 referrals since April, referrals continue to increase each year. The service now offers 'Homes for More' financial capability training and is considering making this a requirement when debt advice is provided.

Westminster

A block of private sector flats in Westminster has received ECO funding through the combined efforts of Westminster, npower, the managing agent at the property and the delivery agent, Avalon Abseiling. Hard to treat cavities have been filled at the block which is made up of a mixture of tenures and leases, second homes etc. Around 3000 tonnes of carbon have been saved. Avalon provided £25 per flat to the managing agent to support engagement.

Westminster planning department has also recently approved solid wall insulation on the back of a terrace in the borough.

Lewisham

Lewisham has £75k funding from public health to be spent by April 2014, they are hoping that they will get the same funding next year but that it will be available from April 2014.

There is a framework in place across South East London for delivery of energy efficiency measures, including ECO and Green Deal. Greenwich is using this framework to deliver its WHHP scheme. Bexley and Bromley are hoping to use the framework for Green Deal Communities work.

Big London Energy Switch (BLES) update

80% of people that signed up the BLES were dual-fuel direct debit customers, the average savings were around £114 per switcher. The scheme was less successful for people on prepayment meters.

Utilita is a supplier that offers more support and better tariffs for customers on a prepayment meter.

Islington will have a dedicated assisted switching service in place for the next 15 months. Two members of staff will offer support for switching as well as outreach, door knocking etc.

Any other comments, e.g. issues or barriers:

The London Assembly Environment Committee is undertaking a review of progress with implementing the targets and objectives in the Mayor's Climate Change Mitigation and Energy Strategy. The Committee is inviting written views and information from experts and relevant organisations. This information will be used to inform one or more meetings with representatives of the Mayor and other invited guests, and a subsequent report of the investigation's findings.

The overall focus of the investigation is the progress towards the Mayor's target to reduce London's carbon emissions by 60% by 2025, and of activities by the GLA towards this goal. The Mayor's

strategy includes the main areas of reducing energy use in homes and workplaces, developing low-carbon sources of energy supply, and reducing carbon emissions from transport.

The two principal areas that the Committee is expecting to focus on at this stage are:

- Retrofitting energy efficiency measures to London's existing housing stock, particularly via the GLA's RE:NEW programme but also throughout the market within the current context of the Green Deal and ECO
- Delivering infrastructure for low-carbon energy supply in London, including decentralised and renewable energy, and schemes such as district heating. Again, assessing progress across the market but looking in particular at the GLA's work to promote this development

The Committee is interested in any information from boroughs about current progress in these areas in London, and views on how best to proceed in future.

5.7 West Midlands CAN

Emailed update:

Name: Rachel Jones, WM CAN Chair

Details of any meetings held and/or forthcoming:

The last meeting was held in November 2013 and reported at the last meeting. The next meetings will be in March/April date tbc

Details of any other events held and/or forthcoming:

Attended the NIA conference on behalf of CAN in December. The event encompassed the Autumn statement. DECC's new head of GD gave an overview of proposals to ECO – needs to be noted that these changes need to be consulted on. They were asked about the additional funding for public buildings, landlords etc. no details were yet available as these are to be consulted on in the new year and developed alongside key stake holders. They were asked by Andrew Warren if any form of impact assessment had been undertaken – looks like a no!

DECC have been doing background work with ministers to ensure that a EWI target was kept as initially there were calls for its removal from ECO and that targets should just be about CO₂ based not about measures!!

Details of any current projects:

In last report I talked about the ECO/GD work that the W Midland authorities were working on a number were in negotiations with Carillion Energy services. Unfortunately due to poor GD take up Carillion have suspended the signing of Project Agreements. This has impacted on a number of LA's who had submitted DECC bids. Currently a number of LA's are either looking a procurement options or other frameworks.

DECC funding bids – there are a number of bids that went into DECC before Christmas a number of which are being revised due to Carillion issues. Currently there are a few LA's that have received telephone confirmation of success but are awaiting written confirmation before making public.

Action: Chairs to email regional updates to RL.

6. Guests: Chris Hunt, Ofgem and Conor Molphy, Ofgem

6.1 Introductions were given by everyone present. PM welcomed the guests and thanked them for attending the meeting.

Chris Hunt and Conor Molphy, Ofgem

- 6.2 Ofgem's role is limited to obligation setting for the suppliers in England, Scotland and Wales and for the domestic market only. The obligation does not bind organisations down the chain.
- 6.3 Ofgem work on guidance from DECC, at present they are waiting for official notification on ECO II.
- 6.4 ECO I will end on 31 March 2015.
- 6.5 Ofgem provide monthly reports. To receive them people must sign up on the website.
- 6.6 DECC is due to consult on the new ECO, Ofgem are also waiting on this document therefore a period of uncertainty is expected. Especially around requirements of ECO II.
- 6.7 After the presentation, the following questions and answers followed:
- 6.8 Q: There is great confusion around the definition of rural. Normally 10,000 or less is rural however suppliers are only working with large settlements. No one is really making any effort to work with the very rural households.
- 6.9 A: ECO is a market-led scheme. Suppliers have the freedom to go for the most cost-effective and yield-intensive model. DECC is looking to consult on rural areas in late February and early March.
- 6.10 KL: This is a loop hole that needs to be closed.
- 6.11 Q: Will suppliers struggle with urban part?
- 6.12 A: depends on how DECC change this. Previously under CERT the delivery was cheap but the rural part is very different from CERT.
- 6.13 Q: At what point would ring alarm bells?
- 6.14 A: Ofgem are in regular discussion with utilities and are strongly encouraging them to meet targets. Ofgem can only enforce powers after deadline. Figures will be published. Ofgem can only really react after someone has missed an obligation. April figures will show a break down per supplier.
- 6.15 Q: The CERO is currently behind. Is it likely to reach its target?
- 6.16 A: There were concerns about a lot of hard-to-treat cavities and whether they were or not valid. This was investigated and a lot of the hard-to-treat cavities claimed were not valid. Therefore it looks like not a lot is happening under CERO but, once paperwork comes through, things will look different. The rules are likely to change, however, the changes are not expected to be retrospective.
- 6.17 Q: As yet no suppliers have been fined for not meeting their CERT target?
- 6.18 A: This is a long process involving lawyers. Ofgem needs to be sure that any fines imposed are accurate. Ofgem is looking at other issues such as mitigating factors that need to be considered. Instead of fines, which are eventually passed onto customers, Ofgem is looking at other things that can be done to help customers.
- 6.19 Q: What are your thoughts on legislation timeframes and uncertainty?
- 6.20 A: It is hard to comment as we are still waiting on guidance from DECC. At the moment, everything is subject to change. Ofgem will issue guidance as soon as they officially hear from DECC.
- 6.21 Q: There are concerns that the April deadline is not achievable. Is the deadline set in stone?
- 6.22 A: This will be determined by the DECC consultation. DECC and Ofgem are aware of the concerns.
- 6.23 Q: For measures which are not covered, companies are finding ways of getting extra money to cover the cost of these, e.g. brackets on wall, power flushes. Who monitors this?
- 6.24 A: For extras it is an issue for trading standards.
- 6.25 Q: There are issues about vulnerable customers being charged for measures which are essential to the measure, e.g. flue for a boiler. In some cases TRVs that are required by law are not fitted, how can these issues be dealt with?
- 6.26 A: DECC and Ofgem are interested to hear about these cases but cannot guarantee that they themselves will be able to do anything.
- 6.27 Q: Affordable Warmth criteria is related to historical benefits. Has the consultation on this been resolved?

- 6.28 A: DECC consulted on this last year with regards to changes from April this year, eg universal credit. This will become law soon and Ofgem will include this in their new guidance to come out in next few months.
- 6.29 Q: Will targets that are not achieved by 2015 be allowed to be carried over until 2017?
- 6.30 A: Ofgem don't know the details about carry-over or under-delivery yet but it is likely they could carry over over-delivery to next period.
- 6.31 Q: Are they clear that they have targets even if they seem to think they don't have any?
- 6.32 A: Yes. Targets aren't going to change except CERO might be revised down by around a third. Will then continue and be doubled up until 2017.

7. AOB

- 7.1 PM's copy of Cashflow Manager software is not working. RL suggested right-clicking and selecting 'run as administrator' to open it or, failing that, reinstalling. RL will investigate if these suggestions don't work.

Action: PM to advise RL if suggestions for cashflow manager worked.

8. Date of next meeting

- 8.1 The next meeting will be held on **10 April** at Camden Town Hall, London. The next meeting will also be the AGM.