

Guidance on completing the partner approval form for submission to Ofgem

Key points to note:

1. The form needs to be in Excel format
2. Ofgem are looking for detailed answers to the questions: they want to be sure that the scheme as a whole is delivering the best solutions for residents, with the best targeted approach that it can

Q1 - Please provide details of how you will provide and/or source funding for in-house works

- *State if you are an organisation which holds cash reserves or who can access multiple funding pots; are these for capital investment and/or planned works?*
- *Does this form part of general maintenance, other business activity or has a budget been set aside specifically for the project?*

Q2 - Please provide details of how you will identify eligible fuel poor households

- *State whether you have record of, or can gather information on, income-related benefits*
- *Do you consider a tenants' overall income after housing costs?*
- *Ofgem stipulate that 'high cost' should be determined using expected, rather than actual, fuel bills. Will you look at EPC/SAP or do you have another way of calculating this?*
- *The inclusion of age, health details and SAP ratings is good. Maybe mention that these are matched with income/benefits data to give a full assessment*

Q3 - Please provide details of how you will ensure that gas connection is the optimal solution for the fuel poor consumer eligible under the Scheme

- *State whether you conduct a technical survey and what, if any, options it considers for heating? For example, are air source or ground source heat pumps explored?*
- *Will you also be fitting insulation or other measures as part of the works? Could an example of a report for a property be provided if requested?*
- *Have any of your tenants requested new heating or gas central heating?*

Q4 - How is your partner funded?

- *The question is asking more about how you're funded generally rather than how the money for the measures has been sourced, so if you're a commercial business, which industry do you operate in?*
- *It is good to state if you're a registered charity or not-for-profit organisation; if this means you do fund-raising activities or have benefited from donations, you could include that here*
- *Social Housing providers: you could mention rents collected*

Q5 - On the data collected can you elaborate on what you will be asking for from customers?

- *Ofgem need to know the specific types of data you will be collecting/have collected from residents*
- *Examples would include: name, address, age, benefits/income data, energy costs/usage, health conditions*
- *You don't need to send any examples of the data as long as they get an idea of what kind of information you are using to determine eligibility*

Q6 - As part of our approval process we will request that records are maintained, how are you planning to do this?

- *Note how it will be stored: will you be using an online database, for example?*
- *How long will you hold the data for, e.g. 6 years after an installation is completed?*