



Our online application form ensures those who want to become a SGN approved partner can meet the customer eligibility and data protection requirements of The Fuel Poor Network Extension Scheme (FPNES), as set out by [Ofgem](#) in February 2021.

The application form contains nine questions which we'll use to assess the suitability of partner organisations. These guidance notes will help you fully complete your application.

Question	Answer
Please provide details of how the Partner Organisation will provide and/or source funding for in-house works	<p>This section should detail where the funds come from to support your programme of works i.e.</p> <p>Are you government funded? Do you receive revenue from additional sources? (rent, taxes, grants etc.) Do you have any relevant programmes in place which are externally funded? Do you receive supporting funds under ECO / etc?</p>
Please provide details of how you will provide gas central heating systems within the timescales provided for single and community projects	<p>Households in receipt of FPNES Connections must have the intention to have gas heating system installed following connection after 12 months or 24 months if part of a community project - this is a requirement of the scheme. This section should detail how you intend to ensure that this requirement is fulfilled</p> <p>Do you have a preferred installer? Do you have access to schemes/grants which householders/tenants can access? Will checks be carried out and recorded on file to ensure a heating system has been installed in each property? Where will confirmation of this be recorded? (on a database, with the preferred installer etc.)</p>
Please provide details of how you will assess whether a gas connection is the best solution for the householder/tenant?	<p>All eligible households/tenants must go through an eligibility checker prior to completing their application form.</p> <p>Please provide details around how you will use the simple energy advice website where applicable How will you ensure the customer understands the results of the assessment and any potential costs or charges associated with the FPNES connection to allow the customer to make an informed choice?</p>
Please provide details of how you will identify eligible householders/tenants and how will they be measured?	<p>This section should detail how you will be able to identify customers who qualify for our scheme under criteria's 1,2 and 3 what type of information or programmes are in place to do this?</p> <p>What screening processes do you have in place? Do you hold benefits details on file - if so, how? Do you provide energy advice services that would highlight people who are fuel poor? Do you work with other organisations to reach out to fuel poor households? Do you have any relevant schemes in place?</p>
On the data collected, can you elaborate on what you will be asking for from customers?	<p>This section should detail the types of questions asked of relevant residents / constituents / customers.</p> <p>Is a benefit check completed? - Is energy usage / price reviewed Is a home energy survey undertaken? Is personal data recorded? How often is this information gathered and what are the triggers to refresh data?</p>



<p>Please provide details of how, where appropriate, you will refer the customer to independent advice and funding sources.</p>	<p>All eligible households/tenants must be provided with additional provision of information about key services they can access, please advise how you will meet these requirements and report on this help?</p> <p>Identify eligibility for the priority services register (PSR) Advise on dangers carbon monoxide (CO) and the need to have all gas appliances serviced and checked by a gas safe registered engineer Information/assistance around EEA and income maximisation Additional support services specific to their circumstances Advise on other eligible government schemes</p>
<p>Please provide details of how the SGN will ensure that the Partner Organisation is appropriately funded.</p>	<p>Please agree to the following statement</p> <p>SGN will review the partner approval form provided by the partner organisation and ensure the partner meets the requirements for funding. In addition to this, SGN will regularly meet with the partner to discuss progress of works and funding accessed</p>
<p>As part of our approval process we will request that records are retained, how are you planning to do this?</p>	<p>For our Ofgem requirements, we need our partners to maintain proof of eligibility on file of any Assisted Connections claimed for auditing purposes. This section should detail how you keep information and how long this information is held for</p> <p>Is it kept electronically - i.e. on a database? Do you use a third-party organisation to collate your data and they would keep it on file on your behalf? Is your data subject to audit timescales too? I.e. you must hold data for a certain timeframe</p>
<p>What processes does you have in place to ensure that vulnerable households are treated in a fair manner?</p>	<p>In this section we would like you to demonstrate your policies/practises around inclusion and accessibility and how you best support vulnerable customers</p> <p>Do you have accessible services in place for vulnerable people such as hard of hearing?</p>