Department of Energy & Climate Change

Microgeneration Strategy Industry Action Plan

Microgeneration Government Industry Contract Group

Final Report

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Executive summary

This is a report on the implementation of the Microgeneration Strategy Industry Action Plan – a two-year programme of action to tackle non-financial barriers facing small-scale renewable and low carbon energy technologies. The Microgeneration Government-Industry Contact Group provided oversight and coordination of the implementation of the action plan.

The action plan comprised 7 taskgroups that covered 35 workstreams in all.

1. **Microgeneration Certification Scheme (MCS)** – to maximise the effectiveness of the MCS scheme in ensuring high-quality design and installation of microgeneration systems and improved consumer confidence
2. **Energy Performance Certificates (EPCs)** – to create a regulatory environment and assessment framework that enables accurate representation of the contribution of microgeneration technologies to low carbon homes and buildings
3. **Skills and knowledge** - to ensure that there are sufficient levels of skills and knowledge in the industry to meet the demands of a rapidly growing sector in line with UK carbon reduction and green economy policies
4. **Warranties and insurances** – to ensure effective consumer protection schemes are identified and fully communicated to the market
5. **Technology** – to promote deployment of system-based approaches to microgeneration technology, produce clear guidance on technologies, improve consideration of grid and connection issues and encourage a reliable market growth for microgeneration technologies
6. **Communication** - to achieve consensus within the industry on core messaging, and to promote a collaborative approach to dissemination, and enabling greater reach
7. **Community delivery** - to encourage and support uptake of renewable energy technologies by communities and facilitate area-based approaches. This work is being taken forward by a team in DECC and the Community Energy Contact Group.

The programme of action is now complete, though nine workstream items remain incomplete. The majority of these will be taken forward under other streams of work by DECC and industry and the others overtaken by events.

- Resolve outstanding issues concerning the incorporation of MCS
- Develop and implement an MCS marketing strategy
- Appraise, refine and implement identified solutions to the recognised SAP issues
- Develop a central database of all competence-based qualification and training courses
- Carry out an on-going review of courses, qualifications and training
- Monitor the landscape and take forward the objectives identified by the Build Up Skills initiative
- Government and Industry to consider the implications of the gaps and industry concerns identified within the MGICG warranties and insurances workshop report
- Gain formal agreement with MCS to ensure long-term management and maintenance of the guidance
- Work collaboratively to facilitate longer term dissemination of the guidance

Background

The Microgeneration Strategy was published in June 2011 with the aim of tackling the non-financial barriers facing small-scale renewable and low carbon energy technologies. It was supported by an action plan for industry and Government to take forward, covering the areas of quality, skills, technology development, information and advice and communities. An interim report on the implementation of the Action Plan was published on ……..

DECC asked the Energy Efficiency Partnership for Homes (EEPH) to bring together stakeholders from industry to identify the opportunities and constraints for a strategy. EEPH provided this by way of four working groups, eight workshops and online input from wider audience of stakeholders. The report on the findings and recommendations from this work was submitted to DECC on 15th October 2010 and formed a key plank of the strategy.

The Government's Consultation document on a Microgeneration Strategy was published on 22nd December 2010 and it welcomed the proposed establishment of a Microgeneration Government Industry Contact Group (MGICG) facilitated by EEPH. This group has supported the development of the Microgeneration Strategy and has a key role to play in its implementation by helping to build the capabilities and capacity of the industry to deliver the Strategy.

On 1 April 2012 the EEPH was superseded by the Energy Efficiency Partnership for Buildings (EEPB), which continued the facilitation of the MGICG.

Documents associated with the Strategy can be downloaded here.

What is Microgeneration?

Microgeneration describes a range of small-scale onsite technologies for generating renewable and low carbon electricity and heat including photovoltaics (PV), solar thermal, heat pumps, micro/small wind turbines, biomass, micro combined heat and power (CHP) and micro hydropower. For the purpose of the Strategy, microgeneration is defined as up to 50kWe for electricity and up to 300kWth for heat. This differs slightly from the legal definition as set out in the Energy Act 2004, Section 82.

Microgeneration gives householders, businesses and communities the opportunity to become energy generators. It can play an important role in reducing UK carbon emissions and meeting our renewable target by generating low carbon and renewable heat and/or electricity onsite.

The Microgeneration Government-Industry Contact Group (MGICG)

Purpose

The MGICG comprises the various trade stakeholder groups that are representative of the wider microgeneration industry, consumer stakeholder organisations and government departments.

The group works constructively with Government in an advisory capacity on delivery of the Microgeneration Strategy and functions as a project board to oversee its implementation. The group also considers related policy areas in respect of microgeneration, such as for Green Deal, FITs, RHI, building regulations, planning, smart meters and the decarbonisation of the grid. The primary point of contact with Government is DECC's Heat Strategy and Policy team.

Objectives

The focus of the MGICG is:

1. Providing a single point of contact with Government to discuss and tackle the non-financial barriers facing mass deployment of microgeneration technologies and implementation of the Microgeneration Strategy;
2. Feeding into work which supports consumer take up of microgeneration; and
3. Supporting work which seeks to improve the skills and competencies of the supply chain.

The remit of the group primarily concerns England, in accordance with the Microgeneration Strategy and its legal base, but many issues have UK implication and involve the Devolved Administrations.

Outcomes

The MGICG set out to help achieve the following outcomes:

- Synergy of policy drivers across government departments that promote the effective take-up of microgeneration technologies in homes, communities and small-scale commercial buildings
- Improved consumer confidence in microgeneration technologies and installation
    - Enhanced consumer awareness of microgeneration and finance options (FiTs and RHI)
    - Appropriate independent advice for consumers about microgeneration options (including Green Deal finance options) and adequate education on the maintenance and operation of their systems
    - Supportive local authority infrastructure: planning officers, councillors and building control officers
- Enhanced skills and competencies of installers
    - Sufficient uptake of approved training courses and assurance schemes
    - Strengthened design and commissioning skills
    - Enhanced professional ethics
- To help in the development of the performance assessment tools to ensure they are able to correctly evaluate microgeneration systems
- Complementary installation of appropriate energy efficiency measures and other low carbon heating systems.

The Microgeneration Strategy and Action Plan

The Microgeneration Strategy and Action Plan were published on 22 June 2011. The Action Plan is available on the DECC website here.

The process for the development of the Action Plan was initiated by way of a workshop on 9th May 2011. At the launch the Minster of State for Energy and Climate Change, Gregory Barker, referred to the Industry Action Plan as an example of the coalition government's approach to the co-creation of policy.

The Industry Action Plan was a two year programme (2011/12 and 2012/13) comprising seven taskgroups:

1. **Microgeneration Certification Scheme (MCS)** – to maximise the effectiveness of the MCS scheme in ensuring high-quality design and installation of microgeneration systems and improved consumer confidence
2. **Energy Performance Certificates (EPCs)** – to align sector behind a single set of recommendations for SAP to align it to the emerging EU policy environment and inform fairer reflection within EPCs as part of the Building Regulations review
3. **Skills and knowledge** – to ensure that there are sufficient levels of skills and knowledge within the industry to meet the demands of a rapidly growing sector in line with UK carbon reduction and green economy policies
4. **Warranties and insurances** – to ensure effective consumer protection schemes are identified and fully communicated to the market
5. **Technology** – to promote deployment of system-based approaches to microgeneration technology, produce clear guidance on technologies, improve consideration of grid and connection issues and encourage a reliable market growth for microgeneration technologies
6. **Communication** – to achieve consensus within the industry on core messaging and promote a collaborative approach to dissemination, enabling greater reach
7. **Community delivery** – to encourage and support uptake of renewable energy technologies by communities and facilitate area-based approaches. This work is being taken forward by a team in DECC and the Community Energy Contact Group.

The Action Plan for each taskgroup consists of four to six workstreams. Each taskgroup was coordinated by the EEPB and given leadership led by a member of the MGICG. Bi-monthly meetings of the MGICG reviewed progress against all workstreams and recorded completed actions and those outstanding against each workstream.

Delivery of the Microgeneration Strategy Action Plan

The Microgeneration Strategy Action Plan comprised a total of 7 taskgroups with 35 workstreams. Work was completed on all workstreams and a considerable body of additional related activity has been delivered, which is noted throughout this section of the report. This report identifies 9 next step actions which are mostly being taken forward as part of other streams of work. A summary of the action plan is at the end of this report.

Taskgroup 1: Microgeneration Certification Scheme (MCS)

The aim of this taskgroup was to maximise the effectiveness of the MCS scheme in ensuring high quality design and installation of microgeneration systems and to improve consumer confidence.

The Action Plan set out to

- Encourage the incorporation of MCS and appropriate management reporting
- Review the scale which MCS could and should achieve
- Raise the profile of the MCS scheme, particularly to consumers in the residential market
- Encourage incorporation of competency requirements in MCS
- Develop linkages between MCS and the Green Deal.

Actions completed

- **[Deliverable 1 and 2]** MCS reviewed its business model options with DECC to improve liability management, financial accounting and governance of the scheme. MCS continues work on establishing MCS as a company.
- **[Deliverable 3]** A review of the size of an installation to qualify for MCS certification has concluded that there is some scope for change. For example, the wind working group are currently working on medium wind standards.
- A high percentage of SME installer companies in the microgeneration sector are registered with MCS. MCS has developed the standards to ensure there is clarity for installers, especially small companies through the redraft of MCS001 (Installation Company Standard) and the development of accompanying guidance.
- **[Deliverable 5]** MCS has published a competency criteria consultation and will shortly be implementing the outcomes of this. MCS also now accepts evidence from other schemes and training to demonstrate competence to the required MCS standard. The scheme is also establishing rules for Certification Bodies and assessment organisations to provide better consistency and compliance. .
- **[Deliverable 5]** MCS worked with SummitSkills and other stakeholders to include the national competency framework for environmental technologies in MCS installation standards.

- **[Deliverable 6]** MCS certification supports the Green Deal qualifying microgeneration measures. MCS has also developed a bridging document (MCS023) in relation to gaps in the quality assurance aspects between the two schemes.

Next steps

- **[Resolve outstanding issues concerning the incorporation of MCS]** Key issues to resolve for the incorporation of MCS are the company articles of association, constitution of the new MCS Company Board and the on-going relationship between DECC, the new company and the licensee.
- **[Develop and implement an MCS marketing strategy]** Upon MCS becoming incorporated an outstanding element of the action plan is the development and implementation of an appropriate MCS marketing strategy.

Taskgroup 2: Energy Performance Certificates (EPCs)

The aim of this taskgroup was to support the delivery of domestic and European policy initiatives by helping the development of energy assessment methodologies to ensure they are able to correctly evaluate microgeneration systems

The contribution of microgeneration technologies to energy performance improvement under SAP will influence the treatment of the property under a range of different Government policies and measures. The microgeneration strategy consultation identified industry concerns about the way in which the Standard Assessment Procedure (SAP) and the Reduced Data SAP (RdSAP) accounted for some microgeneration technologies and also the way in which new and emerging technologies are recognised and accounted for, in particular within Energy Performance Certificates (EPCs).

DECC and BRE responded to the concerns raised and the dialogue continues. For example, at the recent workshop the industry were invited to review the Appendix Q guidance material and report any shortcomings.

The Action Plan set out to

- Define a single set of SAP-related issues for industry/DECC discussions
- Make recommendations to DECC and the SAP contractor on developing SAP
- Identify potential issues emerging from a changing European policy landscape
- Ensure that harmonised test methods and specification are appropriate to underpin the energy assessment methodologies e.g. on EPCs

Actions completed

- **[Deliverable 7 and 8]** An industry-agreed SAP issues paper was produced in August 2011 which included recommendations on issues identified by industry. DECC and BRE issued a joint response to the concerns in December 2011 (which also incorporated responses to the concerns raised by the Zero Carbon Hub and the Heating and Hot Water Industry Council)[1].
- In follow up to the 2011 issues paper and the implementation of SAP 2012, the EEPB secretariat and the Micropower Council (MPC) again consulted with industry and produced an updated SAP issues paper in December 2012 with comments and further recommendations[2].
- **[Deliverable 8]** EEPB and MPC worked together to convene and facilitate a microgeneration specific SAP workshop in January 2013 for members of the MGICG, DECC officials, the SAP contractor and other relevant stakeholders in order to explore potential solutions and their viability. The output from this workshop was a report, the content of which is subject to further discussion.
- **[Deliverable 9 and 10]** The above workshop was welcomed by industry and has provided a platform from which the MPC is considering the establishment of a SAP working group to consider many of the ideas and potential solutions identified in the workshop report.

Next Steps

[Appraise, refine and implement identified solutions to the recognised SAP issues]

There were in excess of 55 ideas and potential solutions concerning issues identified in the SAP workshop with varying degrees of relevance to DECC, industry and the SAP contractor.

Taskgroup 3: Skills and knowledge

The aim of this taskgroup was to ensure that there are sufficient levels of skills and knowledge in the industry to meet the demands of a rapidly growing sector in line with UK carbon reduction and green economy policies.

Installer training needs to be continually developed and publicised in order to ensure the necessary skilled work force is available and able to respond to market growth. Furthermore, training courses need to meet national occupational standards (NOS) and support new technologies and innovations when they arise. Other challenges included the requirement under the EU Renewable Directive 2009/28/EC for all Member States to introduce certification schemes for microgeneration installers by 2012 and the on-going need for the training to be available and assessed to consistent standards.

1 www.bre.co.uk/filelibrary/SAP/2012/Responses_to_stakeholder_comments.pdf

2 The updated snag list is available here: goo.gl/qA5vO

The Action Plan set out to

- Provide a means for individuals and organisations to access the most relevant courses, qualifications and training available in England
- Develop new programmes and delivery models that maximise learning opportunities and improve means to monitor quality of provision
- Review and set an effective framework for the assessment of competence within MCS and ensure that standards are derived from the National Occupational Standards (NOS)
- Provide oversight of the transformation in the UK's approach to the development and delivery of skills in renewable technologies and ensure high quality design and joined-up delivery

Actions completed

- In November 2011 a consortium consisting of four Sector Skills Councils (SummitSkills, Asset Skills, ConstructionSkills and Energy & Utility Skills) won support from the Intelligent Energy Europe Programme to undertake a landmark piece of training and skills research focusing on the UK-built environment craft and trade workforce entitled 'Build Up Skills'[3]. The output from this work in December 2012 was a '2020 Skills Roadmap and Action Plan' which featured considerable insight into the UK microgeneration industry and its current capacity and scope to meet the 2020 renewables energy target.
- **[Deliverable 12a, 12b and 15]** A key step change in the industry has come from the extraction of 'Environmental Technologies' pathways that were previously integrated as options in the domestic heating and plumbing apprenticeships. From February 2011 the National Skills Academy for Environmental Technologies (NSAET) began championing the delivery of Environmental Technologies-specific qualifications as continuing professional development CPD and now carries out quality assurance of a national training network. The Ofqual Register website also lists all available accredited Qualifications and Credit Framework (QCF) qualifications and their units. In addition to the above, the evolution of the QCF over the last two years has led to many more qualifications being delivered by training providers that are quality assured by the awarding organisations such as BPEC, City & Guilds and EAL.
- A new Environmental Apprenticeship Framework has been developed by SummitSkills on the Apprenticeship Frameworks Online (AFO) portal hosted by the Sector Skills Council Alliance and will be issued once the qualification numbers for the new qualifications are available from Ofqual.
- **[Deliverable 13]** Over the last two years, MCS and SummitSkills have reviewed the competency requirements within the MCS scheme to ensure they meet both EU and Industry expectations. Whilst the NOS-based competence requirements for MCS installers are currently in the process of being finalised, PAS2030 and information within existing training courses and qualifications have been used as the minimum standard to set competence criteria.

[3] www.buildupskillsuk.org

- **[Deliverable 14]** The framework for co-ordinating skills and training development across the existing built environment is being addressed through the Green Skills Alliance (known as the Green Deal Skills Alliance until January 2013). SummitSkills, as members of the MGICG have worked to keep the group informed of the current situation and ensure that appropriate training provision and standards are in place in relation to microgeneration.
- The Green Deal Sklills Alliance (consisting of Asset Skills, CITB ConstructionSkills and SummitSkills0 was formally launched in January 2012 by Greg Barker, Minister for Energy and Climate Change. .
- Proposals for a new Green Skills Alliance (GSA) website are being worked on which will signpost towards various aspects of the Green Skills Sector including but not limited to career guidance; training providers and Green Deal advice and guidance.
- **[Deliverable 15]** The National Skills Academy for Environmental Technologies has been established to deliver accredited training in line with National Occupational Standards (NOS) and to support developments to meet the requirements of the EU Renewable Energy Directive.
- **[Deliverable 15c]** Green Deal Assessors will play an integral role in ensuring microgeneration technologies are suitably acknowledged. Thus far Asset Skills have trained 600 assessors with a further 300 to be trained in the coming months. Although the competency requirements for the training are in place it is evolving through on-going review.

Next Steps

- **[Central database of all competence-based qualification and training courses]** The Microgeneration Strategy and the Government-Industry Action Plan identified an opportunity to improve the visibility and overall accessibility of high quality microgeneration-related courses, qualifications and training opportunities in England. Whilst a centrally managed database could offer the best means of improving overall visibility, it would also be unwieldy and very difficult to maintain given the resource constraints in the sector. There are a considerable number of training providers. The National Skills Academy of Environmental Technologies has a database of courses, as has HETAS for biomass, and these have been mapped against the relevant NOSs as well as MCS scheme requirements. MCS technical competencies have also been recently matched against NOSs. SummitSkills continue to offer a paid-for mapping service.
- **[On-going review of courses, qualifications and training]** Both the definition of NOS-based competency requirements for MCS installers and the level of microgeneration understanding held by assessors are two key areas where on-going work could be considered. Additionally, there is a benefit for the regular review of the training course provision on offer in the market and for training and qualifications frameworks to acknowledge the on-going introduction and development of technologies. In the heat strategy, DECC had announced its intention to introduce a training voucher scheme in preparation for the RHI, as well as reviving the Building Services Engineering Competency Advisory Group (BSECAG), helping to align GD, RHI, competent person schemes and the development of NOSs.

- **[Continually monitor the landscape and take forward the objectives identified by the Build Up Skills initiative]** Build Up Skills, completed in December 2012, identified four core areas where action is needed to ensure the UK has the workforce to meet its targets. These must be acknowledged by the microgeneration industry and were as follows:
    - Embed energy efficiency knowledge into existing qualifications and frameworks
    - Address technical skills gaps and embed solutions into existing qualifications and frameworks
    - Establish and maintain appropriate quality assurance underpinned by appropriate accreditation
    - Address barriers to training that exist in the UK skills infrastructure

Taskgroup 4: Warranties and insurances

The aim of this taskgroup was to ensure that effective consumer protection schemes are identified and fully communicated to the market.

A robust consumer protection framework is necessary for full realisation of the potential and sustainability of the microgeneration market. Consumer protection is a key issue, particularly when microgeneration companies go out of business. Consumers are largely unfamiliar with most of the technologies and the guarantees they should be seeking for products and installation.

The Action Plan set out to

- Define types and remit of consumer protection schemes
- Assess the coverage and risks for each scheme under different scenarios
- Identify a minimum standard for legal protection relating to microgeneration that should be available for all consumers
- Produce a clear and concise consumer protection and warranty guidance document.

Actions completed

- **[Deliverable 16, 17 and 19]** A review of the legal requirements and the available accreditation schemes and consumer protection products was undertaken and a paper was produced in June 2011[4].
- Input was provided to DECC on the design of Green Deal for consumer protection mechanisms, a review types of mechanisms compiled, a workshop held and report produced.
- **[Deliverable 18]** In January 2012 the MGICG staged a workshop with the key providers of warranties, guaranties and insurance, and produced a report and plan of action.

[4] Draft Consumer Protection Overview: goo.gl/BlWCp

- As the MGICG secretariat, EEPB have facilitated a further workshop session between industry stakeholders concerning consumer protection and warranties which have been taken forward and built-upon by organisations such as MCS, Gemserv and insurance product providers[5].
- **[Deliverable 20]** Clear and concise guidance concerning consumer rights and available protection and products has formed a critical strand of the MGICG Consumer Messaging Subgroup activity, described in more detail under the Overarching Task 1: Communication section of this report. Working with key industry stakeholders and Government, the content of a consumer-facing guidance document has been developed that includes a warranties and insurances related chapter.

Next Steps

- **[Government and Industry to consider the implications of the gaps and industry concerns identified within the MGICG warranties and insurances workshop report]** The MGICG workshop was highly successful in bringing industry and consumer concerns to the fore.
- Insurance company participants in the MGICG workshops stated their belief that more could be done to improve consumer protection products and that improved minimum standards of protection are needed, particularly concerning warranty backed-insurance and protection from business insolvency. MCS is also currently looking into alternative dispute resolution (ADR) as an optional route before a warranty claim.

Taskgroup 5: Technology

The aim of this taskgroup was to promote a systems approach to microgeneration technology deployment, produce clear guidance on the various technologies, improve consideration of grid and connection issues and encourage a reliable market growth for microgeneration.

A full range of microgeneration technologies needs to be deployed to support the UK in meeting its carbon dioxide reduction and renewable energy targets, and the national grid needs to accommodate the mass take up of microgeneration. However, each technology is at a different point of market development and requires different levels and types of support. Furthermore, a systems installation approach for multiple technologies with appropriate use of controls is needed to optimise carbon savings.

The Action Plan set out to

- Promote a systems approach to installing microgeneration technologies
- Develop clear and concise consumer fact sheets for each of the available technologies
- Interact with Ofgem and the Energy Network Association on connection issues
- Promote the market and job creation opportunity to manufacturers and installers
- Encourage EU initiatives for technology development and demonstration projects.

[5] Report from the MGICG Warranties Workshop: goo.gl/y8DsO

Actions completed

- A systems approach to the installation of all measures is being taken forward by EEPB with its establishment of a Whole House Energy Efficiency Retrofit Group.
- **[Deliverable 21]** Research into systems approaches including consumers will be considered by DECC as part of the follow-up work to the Heat Strategy.
- As part of the MGICG Consumer Messaging Workshop held January 2012, MGICG members and other participants reviewed the technical content of the technical fact sheets produced by EST. Suggestions for improving the ways in which this information is kept up to date and disseminated were included in the workshop report[6].
- **[Deliverable 22]** Follow up activity under Overarching Task 1: Communication has led to the decision to develop a government-industry endorsed consumer guide that will incorporate more succinct information about the available technologies, how they may be combined and where best to go for further information.
- DECC established the Distributed Generation Forum to focus on grid connection issues and is leading interaction with Government's initiatives technology development and job creation.

Overarching Task 1: Communication

Communication is an overarching task within the action plan. Its core objective was to achieve consensus within the industry on core messaging, and to promote a collaborative approach to dissemination, enabling greater reach.

There is a mutual government and industry need for greater consumer awareness of microgeneration technologies, of consumer rights, MCS, the REAL Code, financial incentives and different sources of independent advice. It is also widely agreed that communication of messages, data (i.e. projection of financial, energy and CO2 savings) and consumer protection must be consistent and coherently delivered by government, advice providers, trade bodies, manufacturers and installers.

The Action Plan set out to

- Encourage industry initiatives to increase general public awareness and knowledge of microgeneration and the consumer protection in place
- Align communication of messages, application of data and the presence of consumer protection to ensure consistency and coherence
- Encourage installers to be advocates of microgeneration technologies
- Harmonise communication activities across all the workstreams in the Action Plan.

Actions completed

[6] Report from the MGICG Consumer Messaging Workshop: goo.gl/ycZis

- The MGICG staged a workshop in January 2012 on consumer messaging with key players in the microgeneration sector and produced a report and plan of action[7].
- **[Deliverable 26 and 27]** In follow up to January 2012 workshop, a consumer messaging and protection sub-group was formed, comprising of leading consumer facing organisations such as EST, Consumer Focus, Which?, YouGen, Gemserv and representatives from the major trade bodies. To provide steer to this group, EST with the support of EEPB produced a government-industry microgeneration communications framework document[8] which collated existing research and defined the target audience and core consumer messages, identified data inconsistencies and also existing consumer protection and advice and information guidance.
- **[Deliverable 20, 22, 28 and 30]** Using the microgeneration communications framework document as a baseline, the consumer messaging and protection sub-group collaboratively developed the concept of a consumer facing guidance document detailing the concept of energy efficiency and microgeneration, the available technologies and government support, available consumer protection, where to go for advice and information and a checklist[9]. A suite of supporting guides targeted at installers, advice providers and local authorities were also identified by the sub-group as being a good means to maximise coverage and means of dissemination. DECC have supported the conceptual development of the guides and linkages have been made between the sub-group and the DECC Future of Heating heat strategy, the Consumer Insights Team and the Green Deal Team.
- With strong government-industry buy-in to the developed concept, DECC have agreed to support EST in the production of the guidance documents and talks are on-going with MCS about longer term hosting and maintenance of the content.
- **[Deliverable 29]** Industry has actively promoted microgeneration to smaller installers through a number of roadshows, including events run by HHIC and SummitSkills. MCS was also promoted at the MicroGen Expo in October 2010 and continues to promote itself at other applicable events throughout the country.
- The wider MGICG fed in content for the production of DECC's consumer leaflets on Green Deal which are now in the public domain.

Next Steps

- **[Gain formal agreement with MCS to ensure long term management and maintenance of the guidance]**. In the interest of industry wide growth, it is felt MCS is best placed to provide this longer term support.
- **[Work collaboratively to facilitate longer term dissemination of the guidance]** With the guidance in place and regularly updated and reviewed, SummitSkills have indicated the document could be referred to in training material as continued professional development (CPD) useful and valuable apprenticeship and qualified installer CPD. In addition, trade bodies and the Energy Saving Advice Service have indicated that their literature and call centres would also be very much prepared to make reference to the guidance.

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7 Final report from MGICG Consumer Messaging Workshop: goo.gl/ycZis

8 Initial Microgeneration Communications Framework: goo.gl/0ps0n

9 Summary of proposal for a consumer guide: http://goo.gl/DyaLS

Overarching Task 2: Community delivery

Community delivery is the second overarching task within the action plan. The aim of this taskgroup was to encourage and support uptake of renewable energy technologies by communities and to facilitate area-based approaches. This task was transferred to DECC.

The Action Plan set out to

- Highlight opportunities for community schemes across all workstreams in the Action Plan
- Interface with DECC's lead on encouraging community energy schemes.

Actions completed

- DECC hosted a roundtable with community interest groups and is revising the Community Energy Online web portal
- A Distributed Heat Industry Contact Group was also established and is now taking the lead in coordinating interaction between Government and industry in this sector.

Conclusion

The programme of action is complete, other than for the potential continuation of nine workstream items:

- Resolve outstanding issues concerning the incorporation of MCS
- Develop and implement an MCS marketing strategy
- Appraise, refine and implement identified solutions to the recognised SAP issues
- Develop a central database of all competence-based qualification and training courses
- Carry out an on-going review of courses, qualifications and training
- Continually monitor the landscape and take forward the objectives identified by the Build Up Skills initiative
- Government and Industry to consider the implications of the gaps and industry concerns identified within the MGICG warranties and insurances workshop report
- Gain formal agreement with MCS to ensure long term management and maintenance of the guidance
- Work collaboratively to facilitate longer term dissemination of the guidance

A continuation of a level of programme management across the topics covered within the seven workstreams would be desirable. After the conclusion of the MGICG, this function will have to be distributed among its former membership organisations.

Summary of Key Deliverables

Red, amber, green denotes status of fulfilment of the Action Plan

Taskgroup 1: MCS

Workstream	Comments/Next Steps
1. Incorporation of MCS as a legal entity	Incorporation of MCS in progress and the new MCS Company Board and DECC must work to resolve outstanding issues.
2. Revised MCS management reporting and compliance	
3. Review of the scale of MCS application	
4. Production of MCS marketing strategy for next 2 to 3 years with implementation plan.	Develop and implement an MCS marketing strategy
5. Integration of competency requirements into MCS scheme documents	
6. Consistent microgen section in PAS 2030 and/or references	

Taskgroup 2: EPCs

Workstream	Comments/Next Steps
7. A final SAP issues paper, explaining existing inaccuracies and providing evidence	Appraise, refine and implement solutions to the recognised SAP issues
8a. A SAP recommendations paper. 8b. Agreed set of key 'asks' for the SAP consultation.	
9. Assessment of how changes to treatment of calculations could impact on SAP and recommendations as to how these changes should be accommodated.	
10. Concrete recommendations fed into the Building Regulations Review.	

Taskgroup 3: Skills and Knowledge

Intended deliverable	Comments/Next Steps
11. Database of all courses available that are competence-based in terms of content, delivery and assessment, and mapped to National Occupational Standards.	Single data portal could not be developed due to scale and resources required but remains an industry requirement
12a. 30,000 to 100,000 learning opportunities across England. 12b. Mechanism to monitor quality of provision.	
13. Integration of individual competence derived from NOS into the MCS scheme rules and technical documentation.	

14. Sector Skills Councils through alliances such as the Green Deal Skill Alliance work with Government in ensuring that appropriate training provision and standards are in place as relating to microgen.	On-going review of courses, qualifications and training required
15a. Understand which courses contain design as an integral component. 15b. An audit of design qualifications and training, including higher education, showing gaps. 15c. Mandatory microgeneration training modules for Assessors	Continually monitor the landscape and take forward the objectives identified by the Build Up Skills initiative

Taskgroup 4: Warranties & Insurances

Workstream	Comments/Next Steps
16. Definitions paper with examples of offers.	Government and Industry to consider the implications of the gaps and industry concerns identified within the MGICG warranties and insurances workshop report
17. Report covering a range of technologies.	
18. Paper highlighting the risks and gaps of each scheme type.	
19. Addition to final report with mapping.	
20. An electronic document for publication by relevant bodies.	

Taskgroup 5: Technology

Workstream	Comments/Next Steps
21. Paper setting out specific actions to promote a systems approach.	
22. Fact sheets for each technology that can be used by a variety of organisations providing advice on microgeneration.	
23. Regular monitoring of grid decarbonisation developments and impact on the deployment of microgeneration.	
24. Market-ready Renewable Heat Premium Payment Scheme, RHI scheme by April 2014 and effective FiT review process.	The Domestic RHI is on course to be launched in Spring 2014.
25a. Viable project proposals developed by UK cities to consider EU support. 25b. Viable project proposals developed by UK companies and research organisations to consider EU FP7 Energy and other SET Plan related funding.	

Overarching Task 1: Communication

Workstream	Comments/Next Steps
26. Identification of target audience, key channels, core messages that industry needs to communicate to general public regarding the full range of microgen technologies and systems.	Gain formal agreement with MCS to ensure long term management and maintenance of the guidance developed
27. Definition of key messages applicable to all work streams; identification of any areas requiring a differentiated approach in terms of target audience, messaging and channels.	

28. Design an integrated marketing campaign focused on importance of MCS, support available, and various routes to advice on suitability and value of different technologies for a given property e.g. GD, FiTs, EPCs.	Work collaboratively to facilitate longer term dissemination of the guidance developed
29. Design and plan a series of 'installer road shows / workshops' around the country, providing information on training and MCS, and encouraging installers to branch out into these technologies and systems.	
30. A consistent set of key messages for customers, supported by energy suppliers, Green Deal providers, EST, MCS and Ofgem.	

Overarching Task 2: Community Delivery

Intended deliverable	Comments/Next Steps
31. Roundtable on community energy bringing together key stakeholders from communities, supporting organisations, local authorities and central Government to work through the key barriers.	Roundtable summer 2011
32. DECC in collaboration with the Local Authority Group and other interested partners identify applicable funding streams available in UK and from the EU, and disseminate the advice on the 'Community Energy Online' web portal (see below).	Funding advice revised on Community Energy Online
33. DECC work with partners to communicate the opportunities and benefits of community energy to the investment community.	Part of DECC's forthcoming Community Energy Strategy
34. DECC work with the steering group which represents communities and local authorities to develop 'Community Energy Online' portal.	Community Energy Online was revised 2012. Due to migration of all microsites to GOV.UK, it closed March 2013. It was replaced by detailed guide on GOV.UK
35. DECC work with existing community buying groups to develop tools and case studies.	Some case studies appeared on Community Energy Online (now closed). The detailed guide on GOV.UK refers to formal case studies on CSE's PlanLoCaL website, set up in response to some community complaints of feeling overwhelmed by requests for further information.

Membership

Members of the group comprise trade and consumer stakeholder organisations and the relevant government departments.

Industry:

British Electrotechnical and Allied Manufacturers Association (BEAMA)

British Photovoltaic Association (BPVA)

Combined Heat & Power Association (CHPA)

Chartered Institute of Plumbing and Heating Engineering (CIPHE)

Consumer Focus

Consulting with Purpose (CwP) Ltd

Federation of Environmental Trade Associations (FETA)

Gemserv

Ground Source Heat Pump Association (GSHPA)

HETAS

Heating & Hot Water Council (HHIC)

Local Government Association (LGA)

Microgeneration Certification Scheme (MCS)

Micropower Council

National House-Building Council (NHBC)

Renewable Energy Association (REA)

REAL Assurance Scheme

Renewable UK

Solar Trade Association (STA)

SummitSkills

Business Council for Sustainable Energy (UKBCSE) – now superseded by Energy UK

Government:

Department of Energy & Climate Change (DECC)

Scottish Government