# Microgeneration Government-Industry Contact Group

### DRAFT Notes from the meeting 27 September 2011, 14:00 – 16:30 at Enterprise rooms

#### Attendance

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 | CHPA | Ian | Manders | IM |  |
| 2 | Consumer Focus | Liz | Laine | LL |  |
| 3 | Gemserv | Brendan | McGarry | BMcG |  |
| 4 | GSHP Association | David | Matthews | DM |  |
| 5 | HETAS | Bruce | Allen | BA |  |
| 6 | HHIC | Chris | Yates | CY |  |
| 7 | MCS | Gideon | Richards | GR |  |
| 8 | REA | Mike | Landy | ML |  |
| 9 | Renewable UK | Alex | Campbell | AC | deputising for Indre Vaizgelaite |
| 10 | SummitSkills | Nigel | Hollett | NH |  |
| 11 | DECC | Paul | Rochester | PR |  |
| 12 | EEPH (chair) | Mark | Brown | MB |  |
| 13 | EEPH | Melonie | Hedley | MHed |  |
| 14 | EEPH (notes) | Mathias | Hessler | MHes |  |
| apologies | | | |  |  |
| 1 | BEAMA | Kelly | Butler |  |  | | |
| 2 | BPVA | Reza | Shabayani |  |  | | |
| 3 | CIPHE | Kevin | Wellman |  |  | | |
| 4 | Micropower Council | Grace | Bennett |  | Dave Sowden also not able to attend | | |
| 5 | NHBC | Neil | Smith |  |  | | |
| 6 | REAL | Virginia | Graham |  |  | | |
| 7 | STA | Howard | Johns |  | Alan Aldridge also unable to attend | | |
| 8 | UKBCSE | Amisha | Patel |  |  | | |
| 9 | DECC | David | Wagstaff |  |  | | |
| 10 | DECC | Daljit | Supria |  |  | | |
| did not attend | | | |  |  |
| 3 | FETA | Terry | Seward |  |  | |
| 4 | LGA | Abigail | Burridge |  |  | |
| 5 | DECC | Dipak | Shah |  |  | |
| 6 | Scottish Government | Rebecca | Carr |  |  | |

## Summary notes

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| 1. Notes from last meeting |
| * The notes from the last meeting were approved. The remaining actions (on NH and GR) are picked up at this meeting. |
| 1. Warranties |
| * The main question is what protection there is for customers if a manufacturer of microgeneration products goes out of business. * MCS can suspend certification of a certain product pending remedial action and if escalated can withdraw certification of the product or the entire company. However it cannot cover all redress claims in relation with the product or company. * There is a reputational risk associated with this – customers should be informed clearly and upfront about the remit of MCS and REAL certification. Manufacturers’ guarantees typically last 12 months, and the TSI confirmed that not much could be done after that period. * Insurance-backed extended warranty schemes can cost substantial amounts. The amount paid into an insurance fund could be tiered by the number of installations undertaken by an installer, based on notified jobs. * In principle an installation will continue to receive FiT payments even if subsequently certification of the product or installation company is withdrawn. DECC is considering how this should be handled where certification is withdrawn for health and safety reasons to do with product. * MHed gave an update from the warranties workshop recently held by the Partnership for the Green Deal installer forum. Conclusions were that the consumer relationship is with the GD provider and hence should be the first point of contact regarding warranty issues. Any warranty and insurance arrangements should be independent (not self-insurance) to ensure validity in the event of the GD provider no longer being in business. Where the life-span of a product is shorter than the payback period of the GD finance, then staged repayments could be an option and shorter-lived products repaid first. * There are already insurance options within some CPSs (6 yrs). * **Action EEPH** to stage a workshop on warranty issues |
| 1. Consistency of messaging |
| * The new [EST Buyer’s Guide for Renewables](http://www.energysavingtrust.org.uk/content/download/1993114/6783309/file/buyers_guide_renewables.pdf) was reviewed. It was agreed that the overall structure of the document is useful. * As part of the Microgeneration Strategy the industry are required to produce fact sheets for each technology. The group agrees that the EST buyer’s guide provided a useful start for that work. The group needs to consider what further information is required. * Some figures in the brochure are outdated. The group agreed to work with EST on resolving any issues relating to the content of the guide. * There will also be a Green Deal advice leaflet that DECC wish to produce. The Partnership will be managing this project. A guide should provide information on the customer journey and include details of MCS and REAL. * The EST guide looks at renewables in isolation. It should be mentioned how these systems can integrate with conventional heating systems or energy efficiency measures. * **Action ALL** to send evidence-backed comments to MHes for collation and submission to EST. * Firstly, there needs to be a redress mechanism, then the messaging can be developed for it. * Installers and independent assessors also need to be educated on consistent messaging. * Although insulation and energy efficiency measures will take priority over microgeneration within Green Deal, FiTs/RHI could help render a GD package viable under the golden rule. Microgen can play a key role in GD. * Consistent messaging should also include comparable figures (e.g. Watts saved per m²) for insulation, heating and renewables. The revised [MIS 3005](http://www.microgenerationcertification.org/admin/documents/MIS%203005%20Issue%203%200%20Heat%20Pump%20Systems%202011.09.05.pdf) for heat pumps or 3002 for PV (soon to follow) are beginning to address this need. * MB proposed for the Partnership to hold a workshop on messaging and focus on the needs of consumers (rather than requirements by technology). This to involve a wide group of stakeholders and reference DECC’s plans for messaging on Green Deal. **Action: EEPH** to arrange a workshop on messaging |
| 1. SAP |
| * Some issues raised by members involved in this workstream seem not to have been picked up in the snag list. DM presented a new [Heat Emitter Guide for Domestic Heat Pumps](http://www.microgenerationcertification.org/admin/documents/MIS%203005%20Supplementary%20Information%202%20-%20Heat%20Emitter%20Guide%20v2.0.pdf) which relates COPs to flow temperature and heat losses. This degree of flexibility should be included in SAP. * **Action ALL** to raise any points that haven’t been covered with MHes for forwarding to Alan Christie directly. * Recommendations are currently being collated by MPC. It might be too late to feed these into the drafting of the SAP consultation document but outstanding issues should be fed into the group’s response to the consultation. |
| 1. PAS 2030 (“the Green Deal PAS”) |
| * The PAS is now out for consultation on the [BSI website](http://drafts.bsigroup.com/Home/Details/861) until 24 October. In the annexes covering microgeneration, minimum technical competency and NOS documents are referenced. * Concern was raised about the fact that these documents are only referenced, but not provided with the PAS, and more widely about the suitability of these documents to specify the relevant competencies, as some of them are only in draft stage. * There is an action on NH/GR to include NOS/QCF in Appendix A (of MCS 001). However rather than just being a list of QCF courses, competence can also be demonstrated e.g. through experience and assessment. * Views from the group were sought as to how competency requirements should be included in the MCS scheme rules in a staged approach, and the time limits. Time needs to be allowed to train and assess installers. **Action NH and GR** to draft a paper on this for distribution. **Action: Trade associations** should then give views on how to implement the requirements, including a definition of what “getting competent” involves. * More generally, the need to have microgeneration measures in the PAS was questioned, as MCS already adequately covers certification of microgeneration products and installations. * From a consumer perspective, there is merit in having a single “Green Deal badge”, and the PAS is meant to cover all measures eligible for Green Deal. However, MCS has its own marketing strategy. * MB mentioned that Nicola O’Connor at DECC is writing a paper on the preparedness of the supply chain to deliver GD and is keen to hear the views of the MGICG. This work also covers product standards (incl. CE marking). **Action EEPH** to schedule an extended meeting in November with Nicola. * Concerning “products”, the point was made that GD currently is very much individual property / freeholder-based, and community schemes (e.g. tower blocks, district heating) could be left out despite large GD providers’ interest in bulk delivery. |
| 1. Updates on the Action Plan |
| * NH reported that deliverable 15a was done, 15b would be on track for delivery by March 2012, and 15c picked up by Asset Skills. * GR confirmed that the date for establishing a Board of Directors and setting up the legal entity is set as 1 April 2012. A further meeting of the Standards Management Group is to be scheduled, with Micro CHP and innovative products being the priorities. He also announced that MCS is now in the black financially after a long struggle. BA commended GR on this achievement. |
| 1. AOB |
| * PR raised the question of reporting on progress: Government will have to report on progress with implementing the Strategy, and a briefing for the minister will need to be prepared on progress within the MGICG. MB suggested to turn today’s meeting notes into a progress report. **Action: EEPH** * PR also mentioned that a meeting with Ofgem and the Energy Network Association is to be held. **Action: EEPH** to schedule into next meeting * LL mentioned Consumer Focus’ survey on consumer experience on small-scale renewables which had a very good (>2,000) response rate. Initial results are expected by end of October. * The next meeting of the MGICG is to be held end of November, as a longer session with Nicola O’Connor, potentially also including a back-to-back part with Ofgem and the ENA. |

## Actions

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| **Section** | **Action** | **lead** | timing |
| 2 | Stage a workshop on warranty issues | **EEPH** | Dec/Jan |
| 3 | Evidence-backed comments on Buyer’s Guide to be sent to MHes for collation and submission to EST | **ALL** | Nov/Dec |
| Stage a workshop on messaging | **EEPH** | Dec/Jan |
| 4 | Any points that haven’t been covered in the SAP snag list to be sent to MHes for forwarding to Alan Christie directly | **ALL** | by 3 Oct |
| 5 | Draft a paper on competencies for distribution | **NH and GR** | Oct |
| Trade associations to give views on how to implement the requirements in the competency paper | **Trade association members** | Nov |
| Schedule an extended meeting with Nicola O’Connor | **EEPH** | Nov |
| 7 | Compile a report on progress with the Action Plan | **EEPH** | Oct |
| Ofgem and the Energy Network Association to be scheduled into (a part of) the next meeting | **EEPH** | Nov |