DECC-EEPB Microgeneration Government-Industry Contact Group meeting, 30 January 2013

	Organisation	Name		
1	CHPA	Ian	Manders	IM
2	CIPHE	Keith	Westcott	KW
3	Consumer Focus	James	Court	JC
4	DECC	Paul	Rochester	PR
5	EEPB	Mark	Brown	MB
6	EEPB	Luke	Smith	LS
7	Energy Saving Trust	Ian	Cuthbert	IC
8	FETA	Terry	Seward	TS
9	Kiwa Gastec	Mark	Crowther	MC
10	Gemserv	Kunal	Sharma	KS
11	GSHPA	David	Matthews	DM
12	HETAS	Bruce	Allen	BA
13	HETAS	Robert	Burke	RB
14	HHIC	Chris	Yates	CY
15	MCS	Gideon	Richards	GR
16	Micropower Council	Emma	Piercy	EP
17	Micropower Council	Thomas	Higgins	TH
18	REA	Mike	Landy	ML
19	REAL	Ciaran	Burns	CB
20	REIGA	Nigel	Poole	NP
21	Renewable UK	Indre	Vaizgelaite	IV
22	Solar Trade Association	Paul	Barwell	PB
23	SummitSkills	Tony	Beecher	TB

Apologies

1	BEAMA	Kelly	Butler
2	BPVA	Reza	Shaybani
3	NHBC	Neil	Smith

Did not attend

1	Energy UK	Bindi	Patel

1. Notes and actions from last meeting

- The notes from the last meeting were approved without comments.
- All actions from the previous meeting on 26th September 2012 met - including to convene SAP workshop, progress the communication strand of the action plan and to include a skills and training update item on the agenda.

2. Consumer Messaging and Protection Update

Prior to delivering his presentation, IC gave an overview of the background to the communication strand of the MGICG action plan. Reference was made to the MGICG consumer messaging workshop and the consumer protection and warranties workshop held in January 2012 and also the MGICG consumer messaging and protection sub-group that convened in November 2012. Thus far the outcome from the sub-group has been a 'Communicating Microgeneration Framework' document which identified the following key action areas;

- Core consumer messages
- Consistency of data
- Consumer protection
- Advice and information

Each of these areas has been explored in depth through telephone engagement with key stakeholders and online collaboration through the EEPB Huddle workspace.

The proposed next steps will enable the action plan to be delivered upon and may be summarised as follows:

- A consumer facing guide collectively owned by industry and endorsed by Government to be released in time for the launch of RHI
- Supporting supplementary document for industry and advice providers
- DECC consumer complaints process to be updated and distributed more widely

Consumer Facing Guide

Aim - to give consumers assurance when considering microgeneration and to highlight incentives.

Purpose - aligns very well with the overarching communication task in terms of marketing the concept of microgeneration and ensuring a consistent approach.

Contents to include a ministerial forward, energy efficiency first chapter, an overview of microgeneration, available Government support, an overview of the available technologies and their suitability to different sites, where to go for advice and information, consumer protection (MCS, REAL, know your rights, available insurance backed schemes, warranties, deposit protection etc) and a check list.

Target Audience - The "consideration group" based on Purple Market/EST research i.e. those who are open minded about microgeneration but no yet prepared to install due to perceived barriers relating to advice and financial support schemes.

Supplementary Guidance

For advise providers (inc. energy companies and LAs)

- Introduction on the need for such guidance for customer
- Improvements industry have made (e.g. in light of Which? undercover investigations)
- How to use and distribute the guide

For installers

- Introduction on the need for communicating clearly with the customer and the reasoning
- How to use the guide
- Reminder of OFT guidance and best practice
- Data fact sheet and clarity on technical parameters and tools to use (for assessing savings)
- Guidance on methodology to use for calculating ROI (this could also include a link to a spread sheet template)

Throughout the presentation a number of points were made by the group. These included comments that all representative bodies around the table could contribute considerably with their existing technology specific literature and guidance and that other working groups could provide input. In addition, it was highlighted that there is a big opportunity to use the guidance to help intervene and introduce microgeneration technologies via installers - especially those who typically only endorse fossil fuel based technologies. It was also suggested an additional supplementary guide or a chapter within the advice providers guidance targeted at assessors would also be valuable.

With full endorsement of the guidance, the possibility for wide dissemination is large and could include dissemination to Local Authorities via the LGA and CAN network, dissemination via training bodies and the sector skills councils, plus the usual common channels such as via EST, trade bodies, energy companies, designers, specifiers and architects, charities, consumer groups and community initiatives, manufacturers and so forth.

There was table wide consensus that such guidance could and should be pulled together ahead of the launch of RHI (May 2013). All agreed that it would however be necessary to host the guidance in a central location and that a formal process of updating and reviewing would be required. IC said consultation with installers on the concept of the guidance could be included in the MCS newsletter which is to be circulated early March 2013. It is envisaged that the final guidance document could be created for approximately £3k and published electronically. It was discussed that a single side of A4/A5 could summarise the guide and could be printed and distributed by installers much more cost effectively than printing full copies of the guides.

The slides can be accessed on the EEPB Huddle space here
https://eepb.huddle.net/workspace/14874413/files/#22099794.

Action LS, PR and IC to liaise on the next steps for the guidance. This is to include convening the consumer messaging and protection sub-group to progress the plans further and to link the proposals in with the DECC Consumer Insights Team so that the work may be given mention in the forthcoming DECC Heat Policy paper to be published March 2013.

3. Micorgeneration and Heat Strategy Update (DECC)

PR provided a DECC update and reiterated the Departments strategic framework - without changing the way we produce and consume heat, we will not meet our carbon reduction target or our renewable energy target. The Carbon Plan and almost all modelling work says that we will **need to have near zero carbon heating for buildings by 2050. Industrial heat will need to cut its emissions down to around one third of current levels.** For **buildings**, this should be achieved by 1) **energy efficiency** measures like Green Deal and smart meters; 2) **Renewable heat** (mostly heat pumps) starting with most cost effective i.e. **off the gas grid**; 3) **heat networks** (district heating) in cities, with mix of different heat sources and heat customers.

For **industry,** this requires 1) **efficiency improvements**, but limits to what more can be done in some sectors; 2) **fuel switching** to bio or electricity (as the grid decarbonises); 3) **industrial carbon capture and storage**

DECC published its strategic framework for low carbon heat for consultation in March 2012 and received 170 responses. Common themes that emerged included a need for improved understanding of the cost implications of low carbon heat in all sectors, a need for recognition of the consumer's perspective and a need for greater understanding on the non-domestic options. Following the feedback, DECC has engaged in a number of projects to develop policy options including;

- Analysis of low carbon heat technology costs and performance
- Further modelling of heat networks and additional technologies
- In-depth social research undertaken by the DECC Consumer Insights Team: consumer attitudes and energy use behaviours of high/low users
- City Heat Network Projects + analysis of barriers to heat networks from a consumers perspective and issues with consumer protection
- Assessment of industrial sectors: potential for fuel switching and use of waste heat
- Renewable Heat Incentive Premium Payment pilots and analysis of non-domestic renewable heat incentive take-up

The follow up DECC Heat Policy Options paper is to be published in March 2013 and chapters will include; industrial heat and CHP; low carbon heat networks; heat for buildings; grids and infrastructure; and an analytical annex of supporting documentation. In the round, DECC are more comfortable with the understanding in the domestic sector but less robust data and information is available to inform heat policy direction in the non-domestic sector.

Within the 'Heat for Buildings' chapter an impact analysis of GD, ECO and RHI is considered and work has gone toward considering what can be done to maintain uptake of energy efficiency and low carbon heat measures beyond incentivisation. Demand reduction, protection of vulnerable consumers and viable solutions for the population at large remain the key priorities. As per the Carbon Plan, replacement of old gas boilers with more efficient boilers to remain the status quo and implementation of low carbon solutions for off-gas properties needs to ramp up.

The Heat Policy Options paper to be more specific than strategic and to detail necessary areas of action. PR commented on the good work of the MGICG and how much of its outputs and progress will be included in the paper where appropriate. The work on consumer messaging and industry led evolution of MCS were cited as good examples. Such industry engagement has also helped DECC in areas of its red tape challenge where considerable efforts are being made to balance the burdens on business and consumer protection e.g. through on-going evolution of the MCS framework.

On a side note from the policy options paper, it was discussed that more than ever, Ministers have an appetite for adequate consumer protection. Is expectation of certification to high? MCS is currently looking at the insurance options and wants to action itself to engage industry to explore possible options i.e. overarching industry insurance/individual installer insurance. MCS warranty back scheme is a forthcoming step change that DECC would like to see built upon. REAL have specifications for workmanship warranties but specific products are not insured by them. MC added that consumer protection in place at present does work and is straight forward when the usual stakeholders are involved but it's the involvement of an increasing number of third parties that add complexity e.g. intervention of other designers and specifiers, procurement providers and so forth. A mentioned gap was dispute resolution, rather than insurance and warranty mechanisms. Ofgem is increasingly asking how MCS is ensuring robust implementation of FiTs and RHI on the ground and therefore is increasingly looking to broaden its remit.

Future of MGICG

It was discussed that the MGICG needs to report what has been achieved against the action plan over the 2 year duration to the minister end of 2013. This report will be an update of the interim report now that progress on all outstanding action items has been made. It was agreed that a meeting to table the close out report will be held late March 2013 and prospects for the group to continue meeting in to 2013/14 will need to be discussed.

It was said by PR that the progress of the group has been positive over its 2 year duration and that some considerable components of the MGICG's work has informed and has been built upon within the DECC Heat Policy paper to be published March 2013. The work on the communication strand of the action plan was cited as a good example of this and that the work in this area will feature in the policy paper and links to the DECC Consumer Insights team will be made.

4. Skills and Training Update - Tony Beecher

TB begun by citing the BUILD UP SKILLS project that the UK Sector Skills Councils have been undertaking with funds from the Intelligent Energy Europe programme. The 2020 Skills Roadmap and Action Plan produced as part of this work can be accessed here www.buildupskillsuk.org/roadmap. The UK is ahead of a large proportion of Europe in gearing up to meet its 2020 renewables target, with nearly 4,500 MCS registered installers and growing industry interest in the Green Deal. Furthermore, the evolution of the Qualifications and Credit Framework (QCF) has led to many more qualifications and training providers being recognised by the awarding organisations City & Guilds and EAL.

A key step change in the industry has come from the extraction of 'environmental technologies' modules that were previously integrated with more broad heating and plumbing apprenticeships. From February 2011 the National Skills Academy for Environmental Technologies (NSAET) began delivering 'Environmental Technologies' specific qualifications. The Apprenticeship Frameworks Online (AFO) portal hosted by the Sector Skills Councils Alliance has been updated accordingly and provides a unit by unit breakdown of the contents of each course. These framework documents allow employers, apprentices and trainers to know what's expected of them and seeks to provide clarity to all. The Ofqual Register website also lists all available qualifications and their units.

A new Green Skills Alliance (GSA) website is 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 & guidance.

With regards to training content, PAS2030 has been used as guide framework for much of the training programmes and units. Gemserv added that although not perfect, using PAS2030 and information within existing training courses and qualifications as a baseline for competence criteria has provided the industry with a good starting position from which we can develop and evolve to plug the gaps. As per the MGICG action plan, NOS-based competence requirements for MCS installers are currently in the process of being defined.

It was discussed that Green Deal Assessors will play an integral role in ensuring microgeneration technologies are suitably acknowledged. Thus far Asset Skills have trained in the region of 1,000 GD assessors in total. Although the competency requirements for the training are in place, it is evolving through on-going review (usually longer term training courses can only be reviewed every 6-12 months) however given the brevity of the training, GD assessor training can evolve more fluidly. It was noted that the consumer, installer and assessor guidance proposed by the group would serve well in providing up to date information for assessors to draw from. Assessors themselves could also circulate and recommend the consumer version of the guidance directly to the householders.

A closing point on training was made by DM on both the use of language used in the provision of training and also the competence of the trainers with regards to certain microgeneration technologies. Terminology and acronyms used in training literature and on courses can often be very confusing and misleading for those less familiar with the sector and the plethora of different frameworks. It is also felt that not enough is being done with regards to train the trainer programmes and that further up skilling of many trainers is needed. Although neither of these items explicitly features on the MGICG action plan, it was concluded by the group that there remains a considerable way to go on ensuring the microgeneration skills and training infrastructure is fully fit for purpose. The NSAET are leading the way with the hubs and spokes within their network, by delivering train the trainer events (TTT) and this will help to raise the standards of other training providers across the whole sector. The GSA is also developing 3 TTT events to support qualifications that relate to the Green Deal.

5. SAP Update

LS and EP have been working to progress the EPC tasks on the Action Plan and provided an update on the latest progress.

In August 2011, the Microgeneration Government-Industry Contact Group (MGICG) compiled a SAP 'snag' list and recommendations for consideration by the Government and the SAP contractor, BRE. Both Government and BRE jointly responded to these concerns in a stakeholder response note in December 2011, which also incorporated comments from the Zero Carbon Hub and the Heating and Hot Water Industry Council. Although some of these concerns were recognised and addressed by the launch of the 2012 version of SAP, it was felt that further exploration of solutions would be required. The SAP snag list was therefore updated again in December 2012 and issues were categorised as falling in to one of four categories;

- Technology performance related issues
- Required evidence related issues
- SAP Methodology and policy related issues

- Occupancy and behaviour related issues

To discuss and identify potential solutions to the issues raised in the revised snag list, LS and EP organised a technical, microgeneration specific, SAP workshop which was held on the morning of January 30th attended by DECC, BRE and industry professionals familiar with SAP. The outcomes from this workshop will be summarised in a 'MGICG SAP Workshop Outcomes' paper from which appropriate next steps can be devised. This will be circulated to the MGICG members, those that attended the workshop and to other relevant stakeholders.

Action LS and EP to compile and circulate the MGICG SAP Workshop Outcomes paper ahead of the next MGICG meeting in March.

Workshop slides available here - goo.gl/2jikN
Workshop report available here - goo.gl/N7hXa

6. Action plan summary of progress

A summary of latest progress on the MGICG action plan was circulated and worked through at the meeting. Notes on progress have been updated and are attached to the end of these notes.

AOB - VAT

ML provided an update with regards to the on-going VAT dispute between the European Commission and the UK Government as raised in the previous meeting of the group. Presently in the UK, the VAT on "energy saving materials" which includes microgeneration is set at 5% but it is felt by the Commission that this is not in line with the rest of Europe who are charging 20% VAT. As first feared, the European Commission is now pressing ahead with an attempt to take the UK to the EU Court of Justice for the disparity. Although it was initially felt the UK could exercise a 'social justification' on the 5% rate, the justifications given have not been accepted.

Summary of actions

Section	Action	lead	timing
3	**Action LS, PR and IC** to liaise on the next steps for the consumer guidance. To include convening the consumer messaging and protection sub-group to progress the plans further and to link the proposals in with the DECC Consumer Insights Team.	**LS and IC**	To meet in February and link in with DECC policy paper March 2013
4	**Action LS and EP** to compile and circulate the MGICG SAP Workshop Outcomes paper.	**LS and EP**	To circulate asap

MGICG Action Plan – remaining actions following MGICG meeting 30th January 2013

Action Plan actions outstanding at meeting 26th September 2013	Next steps as at meeting 30th January 2013
MCS task group	
• MCS intends to publish the competency criteria and scheme rules for Certification Bodies and assessment • The development and implementation of the national competency framework • A review on the scale of MCS's application is expected in the spring 2012	Done. Results on the competency criteria published, along with a response to the industry consultation. On-going. MCS reports it is committed to the competency framework, which is also required under the EU Renewable Energy Directive. On-going. Ofgem and MCS working closely to ensure robust implementation of FiTs and RHI on the ground. The scale of MCS's application is largely demand led e.g. demand on larger scale wind exists and is being explored with Renewable UK.
EPC task group	
• Draft a response to the SAP consultation document • EEPB and MPC to facilitate a meeting between a small number of relevant industry representatives with the necessary in-depth technical expertise and individuals involved in drafting SAP 2012 • A representative of the SAP Integrity Group to attend a subsequent MGICG meeting	Done Done. SAP workshop convened on 30th January 2013 to discuss a revised SAP snag list compiled Dec 2012. Output report from the workshop is being compiled and the next steps to be discussed with DECC prior to the close out of the MGICG. Done. BRE, DECC, key industry participants and a member of the SSIG participated in Jan SAP workshop
Skills and knowledge task group	
• Competency requirements for Green Deal assessors being defined and certification schemes being put in place • Work begun to define NOS-based competence requirements for MCS installers • Level of microgeneration knowledge required by Green Deal assessors being clarified • The establishment of sources of information for all main installer training courses still needed	Done. Basic competency requirements are in place but on-going evolution with industry input is necessary as the market place develops On-going. competence requirements are currently in the process of being defined On-going. As per on-going evolution of basic competency requirements. No further action required. A complete database of courses will not be feasible (as concluded at 26 September MGICG meeting)
Warranties and insurances task group	
• Find out the extent to which consumers value insurance • Develop an overview of consumers' statutory rights and additional protection offers • Perform a gap analysis to assess whether new specific warranty/insurance products are	New action: Workshop convened on 22 November 2012 covering both consumer messaging and consumer protection. Framework for communication developed and agreed. Done - paper produced New action: Decision taken in November workshop to focus resource on communicating consumer protection rights as they exist through the consumer

necessary	messaging subgroup – include a consumer guide
Technology task group	
• Formal interaction with the Distributed Generation Forum	No further MGICG action: Taken forward by the Distributed Energy Forum
Communications task group	
• Facilitate and coordinate the action plan that emerged from the consumer messaging workshop ○ Establish how a lattice of websites can be provided to direct consumer queries ○ Investigate how consumer research can be pooled ○ Set up small subject specific groups on data consistency and transparency	In progress: Workshop convened on 22nd November. Messaging subgroup convened Framework for consumer messaging developed Consumer, installer, advice provider and assessor guidance documents proposed and sub-group to continue meeting until structure and content finalised. Activity to overlap with work of the DECC Consumer Insights Team.
Community delivery task group	No further MGICG action: Taken up by the Community Energy Forum