

Department of Energy & Climate Change
3 Whitehall Place,
London SW1A 2AW
www.decc.gov.uk

Your ref:
Our ref:

2 May 2013

RE: Complaints made to DECC concerning Warm Front, CERT and CESP

Thank you for your email dated 4 April requesting details of complaints made to DECC about the Warm Front scheme and the Carbon Emissions Reduction Target (CERT) and Community Energy Saving Programme (CESP) obligations.

We consider that the information that you have requested constitutes environmental information for the purposes of the Environmental Information Regulations 2004 (EIRs). Accordingly your request has been considered under the Environmental Information Regulations 2004 (EIRs). Under these regulations you have the right to know whether we hold the information you require and be provided with that information (subject to any exemptions under the Act which may apply).

We do hold some of the information you have requested. Please find attached the number of complaints the Department of Energy and Climate Change received about the Warm Front scheme from July 2010 to March 2013. In respect of the CERT and CESP schemes, DECC has received some correspondence relating to complaints about the operation of these schemes. However, it would take a disproportionate amount of time to undertake a trawl of the Department's records to find and extract relevant information relating to your request. This is because the DECC correspondence database has limited search functionality, and to meet your request we would need to look at every item of correspondence the Department has dating from before, during and after the lifetime of the schemes.

We believe that the exception to disclosure in regulation 12(4)(b) of the EIRs applies. This exception allows a public authority to refuse to disclose information where the request for information is manifestly unreasonable. Because of the constraints outlined above, the amount of work required to find and extract the information you have requested about the CERT and CESP obligations is likely to be substantial, and searching for and gathering it together would be likely to involve a significant cost and diversion of resources from the Department's core work.

In applying this exception, we have considered the public interest in disclosing the information. We recognise that disclosure could enhance public understanding of issues involved in carrying out the CERT and CESP obligations. However, we consider the balance of the public interest lies in favour of withholding the information. This is because your request would place a substantial and unreasonable burden on the resources of the Department and remove resources available to undertake its core work.

You may wish to narrow the scope of your request by being more specific about the information you particularly wish to obtain. You could, for example, ask for information within a narrow range of dates, or ask for information about just one of the schemes within a narrow date range. We would be happy to consider whether we could process your revised request.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the DECC Information Rights Unit (foi@decc.gsi.gov.uk). Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

2010

Month	Number of Complaints (DECC)	Number of Complaints (CES)
January		
February		
March		
April		
May		
June		
July	70	290
August	89	317
September	52	466
October	137	505
November	139	513
December	129	756

2011

Month	Number of Complaints (DECC)	Number of Complaints (CES)
January	135	539
February	80	556
March	163	922
April	190	712
May	117	496
June	95	741
July	116	644
August	81	488
September	59	445
October	88	532
November	105	551
December	88	441

2012

Month	Number of Complaints (DECC)	Number of Complaints (CES)
January	97	460
February	138	613
March	123	425
April	86	290
May	87	341
June	90	259
July	35	292
August	47	235
September	58	247
October	77	327
November	93	395
December	102	370

2013

Month	Number of Complaints (DECC)	Number of Complaints (CES)
January	190	445
February	113	395
March	72	
April		
May		
June		
July		
August		
September		
October		
November		
December		