

Call for Evidence – quality assurance for energy efficiency assessments and installations in domestic homes

Installing energy efficiency measures in domestic homes can help consumers reduce their energy consumption and save money on their energy bills. Improving energy efficiency of the housing stock is also crucial to combatting fuel poverty and achieving carbon emission reduction targets. However if the energy efficiency measures are not appropriate for the home, or are not installed correctly, the end result can be long-term problems for the consumer, as well as failing to deliver anticipated cost or energy savings. If such issues persist, they contribute to a general lack of trust among consumers, which can undermine the market.

This Call for Evidence has been prompted by the complexity of the quality assurance landscape across Government energy efficiency and low carbon schemes. Citizens Advice have concerns that the range of quality marks, accreditation schemes, organisations, warranties and standards are difficult for consumers and businesses to understand and navigate. Citizens Advice are also aware of concerns in some parts of the market that the quality assurance landscape may not be delivering high quality assessments and installation.

Citizens Advice is now seeking evidence of what does, and what does not, work in terms of quality assurance in the domestic energy efficiency market. The main objective is to gain an understanding of the strengths and weaknesses of the wider landscape and infrastructure specific to quality assurance underpinning consumer protection. Outputs will be used to make recommendations for improving existing and future quality assurance frameworks in order to enhance the consumer protection landscape in energy efficiency.

Who should respond?

This Call for Evidence will run between 17th December 2014 and 19th January 2015.

We would like responses from a wide range of individuals and organisations with a remit in relation to energy efficiency in the domestic market, including:

- Energy efficiency installers and assessors
- Green Deal accredited installers, assessors and providers
- Energy supply companies
- Energy efficiency certification bodies
- Manufacturers or guarantee/warranty providers of energy efficiency schemes or measures
- Government bodies and local authorities
- Professional, trade and employer representative bodies
- Consumer protection bodies

Please respond by completing the online questionnaire available at: www.pyetait.com/energyquality

Alternatively you can download and complete a Word version of the questionnaire. If you choose this option, please email your response to info@pyetait.com and use '656 Call for Evidence' as the subject line of the email. Please make clear who you are and in what capacity you are responding.