



Department
of Energy &
Climate Change

WARM HOME DISCOUNT SCHEME 2016/17

The Government Response to the Warm
Home Discount Consultation

June 2016

WARM HOME DISCOUNT SCHEME 2016/17

The Government Response to the Warm Home Discount Consultation

The Government Response and Impact Assessment can be found on DECC's website:

Acknowledgements

DECC would like to thank all stakeholders who took the time to respond to the Warm Home Discount Scheme 2016/17 consultation

warm home discount scheme 2016/17

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1. General information

Purpose of this document

This document sets out the UK Government's response to the consultation on the Warm Home Discount scheme for 2016/17. The consultation sought views on whether the scheme continues to meet its policy objectives and is operationally effective. Views were also invited on aspects of the scheme which may be changed from 2017.

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Additional copies:

You may make copies of this document without seeking permission. An electronic version can be found at <https://www.gov.uk/government/consultations/warm-home-discount-scheme-201617>

Other versions of the document in Braille, large print or audio-cassette are available on request. This includes a Welsh version. Please contact us under the above details to request alternative versions.

Quality assurance

The consultation was carried out in accordance with the [Government's Consultation Principles](#).

If you have any complaints about the consultation process (as opposed to comments about the issues which are the subject of the consultation) please address them to:

DECC Consultation Co-ordinator
3 Whitehall Place
London SW1A 2AW
Email: consultation.coordinator@decc.gsi.gov.uk

2. Executive Summary

Overview of the scheme

1. The Warm Home Discount scheme was launched in April 2011 and has provided assistance with energy costs to around 2 million low income and vulnerable households in Great Britain each year. Since its launch, the scheme has provided over £1.4 billion of direct assistance to low income and fuel poor households.
2. The Government announced in the Spending Review in November 2015 that the Warm Home Discount scheme would be extended to 2020/21 at current levels of £320m per year, rising with inflation, to help households who are at risk of fuel poverty with their energy bills. Subsequently the Government published a consultation in April on the future of the Warm Home Discount scheme for 2016/17.
3. In the consultation we proposed keeping the Core and Broader Group eligibility criteria unchanged and the rebate at £140. We also proposed keeping the threshold for participation at 250,000 domestic customer accounts. The key changes proposed were to the Industry Initiatives element of the scheme as well as some operational changes.

Feedback to the consultation

4. The consultation ran from 8th April 2016 to 6th May 2016 with the consultation document published on the Government website and announced through a Government press release. A link to the consultation document was sent to key stakeholders including consumer groups, suppliers and other industry parties.
5. We received fifty-two unique responses to the questions that were asked and six responses requesting for the Warm Home Discount Scheme to be extended to cover Northern Ireland. Amongst the unique responses, there were thirty-eight responses from representatives of local authorities, third sector organisations or those with a direct interest in delivery and targeting of the scheme. In addition, there were eleven responses from energy suppliers and/or industry parties and three responses from individuals. There was general support for the Government's proposals to:
 - Make minimal changes to the scheme this year, keeping the eligibility for the Core and Broader Groups and the amount of the rebate the same, maintaining stability and continuity and recognising the relatively short timeframes available;
 - Give suppliers the option to achieve part of their Industry Initiatives spend through contributing to a central pot of funding;
 - Introduce broader changes to the scheme in 2017/18.

Structure of the Government Response

6. Section three of this document sets out the detailed feedback received on the consultation questions relating to the eligibility criteria of the Warm Home Discount scheme, and the Government's position on the key issues highlighted through the consultation process. Similarly, section four covers spending and funding through the scheme and section five considers delivery of the scheme in 2016/17 and beyond. Section six summarises the Government's conclusions and next steps.

Conclusion and next steps

7. The Government is committed to protecting vulnerable consumers and will continue the support provided through the Warm Home Discount scheme. This support can help individuals avoid the potential impacts of living in a cold home, such as negative health outcomes and could have a knock on implications for social mobility and life chances. The decisions set out in this Government response are subject to Parliamentary approval of the implementing regulations. We intend to lay regulations to cover scheme year 6 (2016/17) and 7 (2017/18), although we will consider in the autumn whether to consult on proposals to change the scheme for year 7 onwards.
8. The Government also will also explore ways for better targeting of those identified as living in fuel poverty, such as through the Cabinet Office 'Better Use of Data' proposals.

3. Eligibility criteria

Consultation Questions

- | | |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Do you agree that the Core Group eligibility criteria should be retained for those people in receipt of Pension Credit Guarantee Credit in 2016/17? |
| 2. | Do you agree that we should keep the Broader Group element unchanged? |

Summary of responses

Core and Broader Group eligibility

9. The vast majority of respondents felt that given the relatively short timeframes, the Core Group and Broad Group eligibility should remain unchanged for scheme year 2016/17. 96% of respondents felt that the Core Group should remain unchanged and 80% of respondents felt that the Broader Group should remain unchanged.
10. The majority of respondents opposed changes to eligibility due to the lack of time available to implement significant changes in time for the beginning of scheme year 2016/17.
11. Many respondents used this section to describe more significant changes they would like to see made in the future. The most common change proposed was to replace the current Broader Group with another data matched group, effectively an expansion of the Core Group. Responses varied as to whom such a group should include but mainly stated that it should be better focused on the fuel poor. The reasons offered for such a change were that it would better meet the objectives of the Warm Home Discount scheme as a fuel poverty policy; would significantly reduce costs to suppliers; and would simplify the customer experience for those in receipt of the rebates.
12. A number of respondents referenced the Cabinet Office 'Better Use of Data' proposals, highlighting how the introduction of these powers could enable a wider group of eligible applicants to receive the discount automatically.

Government response

Core Group eligibility

13. We have widened the criteria for the Core Group during the lifetime of the Warm Home Discount scheme from those in receipt of Pension Credit Guarantee Credit only in 2011/12 to all those in receipt of Pension Credit Guarantee Credit, including Savings Credit in 2014/15.

14. Due to existing legislation within the Pensions Act, 2008, over 1.2 million pensioner households already receive their Core Group rebate automatically via data matching processes that are implemented by DWP. Feedback on this process from stakeholders, including suppliers, has been very positive.
15. As a result of the above and given that the criteria for the Core Group already encompasses a wide range of lower income pensioners, we will retain the Core Group element of the scheme unchanged for 2016/17.

Broader Group eligibility

16. Through the Cabinet Office 'Better Use of Data' proposals¹, we are looking into ways in which greater data-sharing can improve how fuel poverty schemes such as the Warm Home Discount are delivered.
17. Wider data sharing powers may be available from 2017. Meanwhile, we will keep the Broader Group element of the scheme unchanged for 2016/17.

¹ See <https://www.gov.uk/government/consultations/better-use-of-data-in-government>

4. Spending and funding

Consultation Questions

3.	Do you agree that the value of the rebate should be £140 in 2016/17?
4.	Do you think the current range of activities that count as Industry Initiatives represent value for money? Are there any other activities that should qualify as Industry Initiatives that currently do not? Are there any activities that currently count as Industry Initiatives that you think should not? Please provide evidence to support your answers.
5.	What are your views on suppliers having the option to achieve part of their Industry Initiatives spend through contribution to a central pot of funding in future years, which could then be used to fund innovative approaches to reaching and supporting those in greatest need.
6.	Do you agree that Government should place a cap on the amount of each supplier's Industry Initiative spend that can be spent on debt assistance? What are your thoughts on the cap being set at 50% of each supplier's Industry Initiative spend in 2016/17?
7.	Do you agree that there should be no provision for any overspend to reduce future non-core obligations?
8.	Should spending targets be adjusted so that actual spending reflects the number of PPM customers benefitting from the rebate?

Summary of responses

Rebate amount

18. The vast majority of respondents to question three (91%) agreed that the value of the rebate should be retained at £140 in 2016/17. However, there were some suggestions about different mechanisms for determining what the value of the rebate should be in future, including linking to fuel or energy price indices or based on the potential heating

demands of households. Of those that agreed with this question, many felt that changes made at this stage could have an impact on existing operational processes for the scheme year 2016/17.

19. It was recognised that many recipients rely upon this payment, and if the rebate amount were to be adjusted in future then it should not be lowered below £100.

Industry initiatives

20. 95% of respondents who answered this question agreed that Industry Initiatives offer value for money. Evidence to support these answers highlighted that current Industry Initiatives schemes go through a rigorous Ofgem assessment process that specifically reviews value for money, amongst other aspects of the schemes. A number of respondents suggested that existing processes are adequate assessments of value for money.
21. A considerable number of respondents commented that the relatively short timescales that remain before the next scheme year mean that the introduction of new, more complex aspects of the scheme would pose delivery challenges.
22. A number of respondents highlighted the importance of maintaining a focus on helping fuel poor households within any future iteration of the Industry Initiatives.
23. Ofgem highlighted its existing value for money assessments that review the type of initiative proposed, the proposed approach and management of the scheme. They suggested that although new and more innovative projects sometimes carry higher set up costs, these usually decrease over time. Respondents including Ofgem found greater value for money in multi-supplier schemes, allowing economies of scale and reduced management costs as a proportion of total spend, and as such would recommend these.
24. Ofgem also recommended that Industry Initiatives should provide flexibility for new entrants to comply with their obligation and recognise that some smaller suppliers are at risk of not being able to meet their Broader Group obligation due to higher search costs and increased difficulties when identifying Broader Group customers. An Industry Initiative whereby support or assistance may be delivered to an eligible customer of any supplier via a third party (similar to the Park Homes project that ran during Scheme Year 5) using either a pot of central funding or project, would provide this flexibility.
25. 79% of respondents who answered the question of whether we should introduce a central pot of funding as part of Industry Initiatives agreed that this was a good suggestion. Most respondents agreed that this mechanism should remain voluntary, with suppliers and their partners free to continue to design and deliver their own initiatives should they wish to do so.
26. Respondents were in broad agreement that this could be of particular assistance to new or smaller suppliers obligated under WHD as it would be less risky and have lower administrative costs.

Capping the amount spent on debt-assistance

27. Responses to question six were mixed. 57% of respondents who directly answered the question of whether a cap should be introduced on debt assistance agreed that a cap should be introduced. A number of respondents highlighted that debt write-off offered a mechanism for suppliers to be credited via a government scheme for doing something that is commercially attractive. Another respondent highlighted that substantial debt write-off is not within the spirit of the obligation as it affords disproportionately high amounts of support

to relatively few households and does not address the behavioural aspects of energy usage.

28. There were a small number of suggestions that highlighted that debt assistance could also be linked further with vulnerability to ensure that fuel poor households are receiving the support.
29. Some respondents who did not agree with introducing a cap on debt assistance cited the positive impact of these programmes on vulnerable customers. Some of these respondents recommended that if brought into place, the cap should be limited to debt relief only and not include the wider package of debt assistance support, energy and financial advice that many organisations deliver alongside debt write-off.
30. Those who disagreed with placing a cap on debt assistance also cited the short timeframes available to set up alternative industry initiatives programmes that may need to be enacted to replace debt assistance activity, if a cap were to be introduced. Notably, it was primarily the suppliers who spend a considerable proportion of their current Industry Initiatives amount on debt assistance who were opposed to a cap.
31. A number of both positive and negative respondents to this question suggested that a cap could be introduced in a staged or phased approach, for example 50% in 2016/17 reducing to 30% in subsequent years, or a 70% cap in 2016/17 reducing to 50% in future years.
32. A number of positive and negative respondents recognised the value of a holistic approach to debt advice and assistance, however did not feel that it should take up such a large proportion of individual supplier's Industry Initiatives spend.

Overspend allowance

33. We had proposed that we would not allow for any overspend on non-core spending in one scheme year to reduce the non-core spending obligation the following year. That proposal was a consequence of previous uncertainty about the future scheme during which we had asked suppliers to plan on the basis of no provisions for overspend.
34. The majority of responses, however, argued for a provision for overspend on the basis that such a provision had existed before and it was not possible to precisely judge non-core spending. In trying to be more precise with their non-core spending suppliers would be likely to turn down more customers who had already applied.

PPM voucher redemption

35. The majority of respondents to question eight agreed with the principle that supplier spending should only include customers who have had the benefit of the Warm Home Discount rebate by redeeming their voucher or having received their special action message (SAM), rather than those vouchers or messages that have been distributed but not redeemed. Several organisations suggested that energy suppliers should also put greater effort into ensuring that their customers redeem vouchers through varied communication channels such as texts and e-mails.
36. The energy suppliers who responded opposed the proposal for reasons including insufficient time for implementation, higher administrative burdens and potential customer detriment. They argued that basing compliance on vouchers being redeemed would increase the risk of non-compliance. It would also require them to have relatively short-term expiry dates for vouchers which could potentially disadvantage customers. Though some agreed with the principle of what the proposal intended to achieve, there were few practical suggestions for achieving it.

Government response

Rebate amount

37. We have taken note of the responses and the value of the rebate will remain at £140 in 2016/17. We will consider the amount in future consultations depending on the prevailing circumstances and how this benefits vulnerable and fuel poor households.

Industry initiatives

38. Government has taken note that respondents would welcome the option to achieve part of their Industry Initiative spending through centrally selected and pre-approved schemes which would benefit new initiatives. Government is committed to helping vulnerable customers, and agrees that centrally selected and pre-approved schemes could benefit new 'start-up' initiatives as well as opening up options to link up with existing fuel poverty programmes and/or other forms of funding. Government notes that many suppliers and partners have existing schemes that they wish to continue to fund and as such these centrally selected and pre-approved initiatives would remain optional for suppliers to contribute funding towards if they so wish.

Capping the amount spent on debt-assistance

39. Government recognises the mixed response to introducing a cap on debt assistance, although the majority of respondents were in favour of some form of cap. As such, Government will introduce a cap that allows suppliers to only spend a maximum of 50% of their Industry Initiatives allowance on debt write-off. This will provide clarity to suppliers at the start of the scheme year on how much they will be permitted to spend on debt write-off, unlike if the cap was linked to the amount of actual, approved Industry Initiatives spending.
40. We also recognise that there is limited time for suppliers to develop alternative initiatives for this year. However, we believe the suppliers likely to be affected by the cap will have practical alternatives, including the provision of more Broader Group rebates or contribution to any centrally selected and pre-approved Industry Initiative schemes. Furthermore, stakeholders have had prior notice of these potential proposals as Government had suggested that this would be under future consideration in the previous Warm Home Discount consultation.
41. Government notes and would like to emphasise the difference between *debt write-off* and *debt assistance*. Government will only introduce a 50% cap on debt write-off itself. The limit will not apply to the money suppliers spend on other *debt assistance*, which includes activities such as advice and support for vulnerable customers on financial management, energy efficiency and other measures to keep down energy bills.
42. We intend to reduce the cap on debt write-off over time subject to further analysis and consultation though we would currently envisage the cap decreasing by 10% per scheme year, so that it will be 40% in 2017/18.

Overspend allowance

43. In view of the consultation responses Government has made the decision to allow non-core overspend to be taken into account to adjust suppliers' non-core spending obligations for the following year, up to a maximum of 5% of the non-core spending obligation. This will apply such that suppliers who overspent in 2015/16 will have their non-core spending obligation adjusted for 2016/17. The adjustments will be made by Ofgem by 31 October.

For example, if a supplier had a non-core spending obligation of £10m in 2015/16 and spent £10.5m, their non-core spending obligation for 2016/17 will be reduced by £0.5m.

44. We currently expect that this provision would be maintained from 2016/17 into 2017/18 though assuming we introduce changes for 17/18 onwards, we may revisit this aspect of the scheme.

PPM voucher redemption

45. Government is clear that reporting should be on the basis of the number of customers who have actually benefitted from WHD rebates.

46. We know from the Government Electricity Rebate (GER), which is a policy under which all domestic suppliers delivered £12 rebates to their eligible customers, that energy suppliers can get accurate, timely data about the number of PPM customers benefiting from rebates. The provision of this data has been shown to be neither burdensome nor costly. Under the GER there was a distinction between the 'provision' and 'delivery' of PPM rebates where 'delivery' meant that the customer benefitted from the rebates by redeeming their voucher, for example. This is a useful distinction which we intend to introduce for the Warm Home Discount scheme.

47. We do understand, however, that there would be risks and timing issues associated with meeting the obligation on the basis of 'delivery' by the end of the scheme year. Suppliers may be required to provide higher numbers of rebates to ensure meeting their Broader Group obligation and there would be uncertainty about what the size of the total and individual non-core spending obligations should be to anticipate PPM under-delivery in the Core Group. Nevertheless, we consider that the approach we have decided to take will be fair to consumers and suppliers.

48. Therefore, we intend that from 2016/17 the process would work as follows:

- Suppliers' obligation for scheme year end can continue to be met by the provision of PPM rebates;
- Suppliers will have to make at least one reasonable effort, in addition to normal processes, to enable the PPM customer to take advantage of the rebate and retain evidence of that;
- The total non-core spending obligation will be set at the start of the scheme year as now, based on the provision of rebates;
- As now, for the purposes of year-end suppliers will be compliant if they provide the requisite number of rebates;
- Suppliers will be required to report to Ofgem by 30 September following the end of the scheme year the number of PPM rebates delivered (i.e. where the voucher has been redeemed etc.);
- Using that evidence, by 31 October 2017, Ofgem will increase suppliers' individual non-core spending obligations for 2017/18 to take account of the difference between what was provided and what was delivered.

Though there may be changes made to the scheme for 2017/18 onwards, the process outlined above will be relevant if we retain one or both of the Broader Group and Industry Initiatives.

Furthermore from experience of previous schemes we expect most suppliers will overspend on their non-core spending obligations. Coupled with the process outlined above for PPM, we expect overspending to roughly balance out any underspend on PPM in-year while the aggregate spending for the scheme over several years will be maintained.

5. Delivery of the Warm Home Discount scheme 2016/17 and beyond

Consultation Questions

9.	Do you foresee any issues with the scheme year for 2016/17 running from August to May?
10.	Do you foresee any issues or risks associated with allowing suppliers to start Industry Initiative activities before the regulations are in place?
11.	Do you foresee any issues with suppliers having the option to pay the rebate on customer's gas accounts?
12.	If the scheme is made cheaper to deliver from 2017/18, should the participation threshold be reduced below 250,000 domestic customer accounts? What would be the costs and benefits of such a change?

Summary of responses

Timing of Scheme Year 6

49. 53% of respondents to question nine highlighted potential issues with the scheme running from August to May. The majority of their concerns were around the potential overlap of scheme year 2016/17 and scheme year 2017/18. Many felt this would lead to added complexity for energy suppliers, Warm Home Discount customers as well as those supporting vulnerable households.
50. Other respondents were concerned that Warm Home Discount customers, in particular PPM customers, may not receive their rebates during the winter months and at a time when they need it the most.
51. Some respondents were concerned about how the August start for the scheme year 2016/17 would impact on the continuity of suppliers' Industry Initiatives activities and the opening of Broader Group schemes.

Industry Initiatives

52. Most respondents to question ten (77%) foresaw no issues or risks in allowing suppliers to start Industry Initiative activities, many of which have been running for several years, before

the new Warm Home Discount regulations come into force. Of those who expressed concerns, some respondents highlighted that the proposed changes to existing Industry Initiative activities, such as a cap on debt assistance, could risk the continuity of their Industry Initiative schemes. These changes would need to be carefully planned with their delivery partners and communicated to customers in good time. Others raised concerns that suppliers may not want to run Industry Initiative schemes at their own risk of non-compliance and that this could potentially lead to a hiatus in existing schemes.

Applying rebates on Gas accounts

53. All responses (100%) to question eleven supported giving participating suppliers the option to apply the rebate on customer's gas accounts. Some suggested that this change was a very good proposal. Many respondents commented that this should be optional for suppliers, and only applied to gas accounts if customers request this.
54. Some respondents, particularly participating suppliers, although in support of the proposal, expressed concern with the additional reporting requirements. They also wanted further clarity on how paying the rebate on customers' gas accounts would work in practice and how to ensure fraud prevention.

Participation threshold

55. Most respondents (87%) to question twelve said that the participation threshold should be lowered to below 250,000 customer accounts in the future, particularly if it becomes simpler for suppliers to participate in the scheme.
56. Many of those in favour of reducing or removing the threshold felt it would create a more competitive market for low income and vulnerable customers and reduce barriers to switching. Those who suggested a lower threshold, rather than its removal, were in favour of 50,000 domestic customer accounts as a threshold.
57. Some respondents also suggested that having a central pot of funding under Industry Initiatives would help lower the costs for smaller suppliers to participate.
58. Those who did not agree with lowering the threshold felt that more detail on proposals was required before making such a change post 2016/17.

Government response

Timing of Scheme Year 6

59. Although the majority of respondents to question ten were concerned with the timing of scheme year 2016/17, most of these concerns were largely around the potential confusion that would be created with overlapping scheme years' 2016/17 and 2017/18.
60. Government intends to run the next scheme year from August to May 2017 but will ensure the timing for scheme year 2016/17 does not overlap with scheme year 2017/18, which would not start before June 2017.
61. The Government recognises the risk that some Warm Home Discount scheme customers may not receive their rebates until after the winter months. However, following the scheme regulations coming into force, DECC and Ofgem will work to ensure that suppliers are able to deliver the maximum number of rebates next winter.

Industry Initiatives

62. The consultation revealed broad support for suppliers to start or continue their established Industry Initiatives activities before the new Warm Home Discount regulations come into force. The Government recognises that there would be some perceived risk to suppliers starting their Industry Initiatives activities early. However, to encourage suppliers to continue their schemes, Government will include provision in the new regulations allowing suppliers to count, from 1 April 2016, their Industry Initiatives spending towards their spending obligations, providing the spending is subsequently determined by Ofgem to meet the Scheme's requirements.

Applying rebates on Gas accounts

63. The consultation revealed overwhelming support for allowing customers and suppliers the option to apply rebates on gas accounts. Therefore where customers hold a dual fuel account with the participating supplier, Government will allow participating energy suppliers, at their discretion and if requested by the customer, to credit customers' gas accounts rather than their electricity accounts. The Government will work closely with the scheme administrator, Ofgem to clarify the reporting requirements and how this will work in practice.

Participation threshold

64. The participation threshold for 2016/17 will remain at 250,000 domestic customer accounts. In light of the views and evidence provided as part of this consultation we will continue to keep this under review with a view to lowering the threshold in the future should the circumstances and evidence support it. Any such future change would be preceded by specific proposals which would be consulted on.

Northern Ireland

65. There were six responses asking for the Warm Home Discount to be extended to Northern Ireland. The Warm Home Discount was established under the Energy Act 2010 which does not extend to Northern Ireland; hence it is a GB-only scheme. There would be some challenges to simply extending the scheme due to the differences in energy markets. While GB has a single energy market, Northern Ireland is part of a different energy market alongside the Republic of Ireland. As such, it is not currently possible or appropriate to extend the Warm Home Discount to Northern Ireland in its current form and it is for the Northern Ireland Assembly to consider what equivalent schemes would best deal with fuel poverty in Northern Ireland given its different challenges and circumstances.

The Warm Home Discount Scheme beyond 2017

66. Many respondents made suggestions about how the scheme should be changed after this scheme year. The main theme that respondents agreed on was that all rebates should be delivered through data matching and that the scheme should be targeted better at the fuel poor, notably at low income families of working age. Given the forthcoming Digital Economy Bill, Government could have powers from 2017 which would allow more data matching to be used in the Warm Home Discount scheme. However at this point in time it is not certain if and when these powers will be in place or what changes will be deliverable or desirable using these powers. Therefore Government is laying regulations for the next two scheme years. Though we intend to make changes from next year following consultation, this will

prevent us having to go through the process of making regulations next year if no changes are possible or desirable.

6. Conclusion and next steps

67. The Government is confident that the decisions set out in this document will make incremental improvements to a successful scheme to the benefit of consumers while minimising the burden on suppliers. The evidence provided will also inform the design of the scheme beyond 2017.
68. Alongside this Government response, we will be laying amended regulations to re-establish the scheme for 2016/17 whilst implementing the changes described in the document. Subject to the Parliamentary process we are aiming to make the regulations as soon as possible to enable suppliers to have time to put the relevant processes in place to be in a position to provide rebates to customers in winter 2016/17.

Annex: List of respondents

1. Age UK
2. Association of Local Energy Officers (ALEO)
3. British Gas
4. British Gas Energy Trust
5. C. Castello
6. CAN North west
7. Centre for Sustainable Energy
8. Charis Grants Ltd.
9. Children's Society
10. Citizen's Advice Bureau
11. Citizen's Advice Bureau Coventry
12. Community Housing Cymru
13. Durham County Council
14. East Riding Of Yorkshire Council
15. EDF
16. EDF Energy Trust
17. Energy Action Scotland
18. Energy Plus Project
19. Energy Saving Trust
20. Energy UK
21. E-On
22. Extra Energy
23. First Utility

24. For Viva
25. Foundations Independent Living Trust Limited
26. London Borough of Islington
27. Middlesbrough Environment City
28. Mineral Wool Insulation Manufacturers Association
29. N. Cotton (Panaga Plus)
30. National Energy Foundation
31. NEA
32. nPower
33. Ofgem
34. Ovo
35. Oxford City Council
36. P Donald (SWAP)
37. Private Housing Officers Group
38. Purbeck Citizen's Advice
39. Rhondda Cynon Taff Citizen's Advice Bureau
40. Rutland County Council
41. Scottish Power
42. SSE
43. Step Change Debt Charity
44. Stockton-on-Tees Borough Council
45. Sustainable Energy Association
46. U-Switch
47. Utilita
48. Warm Zones

49. Welsh Government

50. West Lancashire Borough Council

51. West Midlands Association of Local Energy Officers

52. West Sussex Fuel Poverty Partnership

