
ofgem e-serve Making a positive difference
for energy consumers

Audit and Compliance Monthly Meeting

10/09/2015

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- Audit Update
- Complaints/Disputes update
- Compliance Update
- Sustainability Presentation from Nicki
- AOB

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The wonderful world of



News from Audit

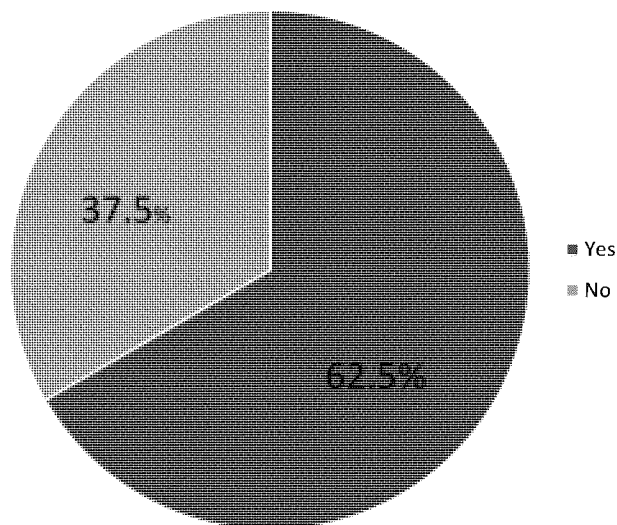
- Good news! We can visit the restricted sites
- We selected our NI sites
- Selected more targeted sites from Ops/PDS/SIC code 16
- We have 14 installations being audited based on a recommendation from Ricardo-AEA



Targeted Non-compliances (post only)

- There has been a slight increase in the Non-compliance rate since last month.
- External pipework not declared (1)
- Major schematic Errors (1)
- Meter reading/PDS errors (1)
- Meter component installed incorrectly (3)
- Not properly commissioned (1)

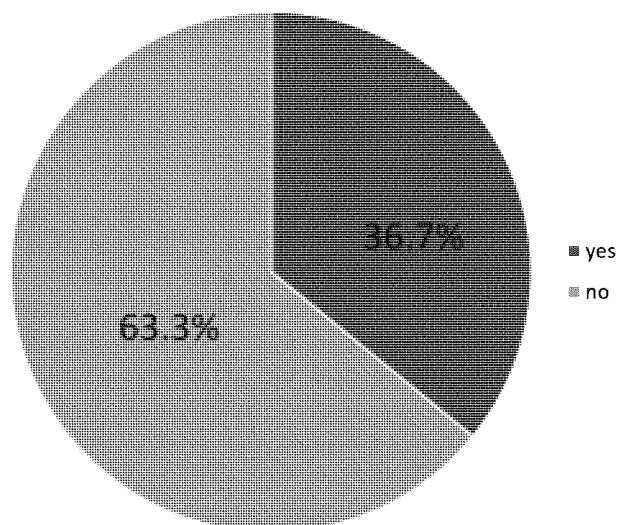
Is there a non-compliance?



Statistical Non-Compliances

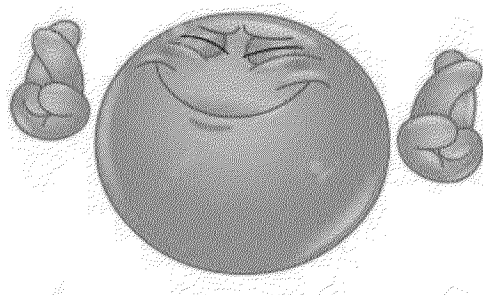
- Again the non-compliance rate has risen slightly.
- Meter component installed incorrectly (9)
- External pipework not declared (2)
- Lack of fuel records (3)
- Installation is improperly maintained (1)
- Meter reading/PDS errors (2)
- Method used to measure propane not confirmed with Ofgem (1)
- Methodology for heat supplied to biogas production is inadequate (1)
- Readings from propane meter not corrected for temperature and pressure (1)
- Data reporting the energy content of biomethane is incorrect (1)
- Participant is using fuel not recommended for the boiler (1)

Is there a non-compliance?



Key pieces of work on

- Preparing for BSL – we need to get a desktop audit process sorted. We also need to let Ricardo-AEA know what additional checks we want done at site audit.
- Our IT portal is in its final testing stages. This should streamline our processes and make reporting easier. We are **hoping** the final testing period will last no more than 2 weeks.



Complaints:

- 116 first stage complaints (scheme to date)
- 8 second stage complaints (scheme to date)
- 124 first and second stage complaints (total scheme to date)

In August we received: 6 first stage complaints (2 of these are still open and within KPI) and 1 second stage complaint was received (which is now closed).

There is more of a mixture of reasons for complaints this month, which include:

- time scales of getting accredited
- Not properly made (this is now a second stage complaint)
- length of time to finish Change of Ownership process
- lack of payments due to a Change in AS case
- participant unhappy with communications from Enquires and Notifications teams
- 2 MP complaints:
 - when the RHI scheme ends and heat pump query
 - participant has missed getting a higher tariff as they did not register

Disputes:

- 37 formal disputes received in total (scheme to date)
- 4 Statutory reviews in total (scheme to date)
- 9 disputes received in August, (10 in July), 2 being Statutory review.

Still a high number of disputes being received, mainly due to:

- Participant unhappy with Ofgem's decision that their application has not been properly made, therefore effective date changed to a later date, this can mean getting a lower tariff rate.
- Participant unhappy that their application has been rejected on the basis that the MCS installer not MCS accredited at time of installation being installed.

As per last months update this is a new line that has been taken by Ofgem of late, which we are receiving push back on from the participants by them disputing our decision and change in approach.



Compliance Update

Overall Figures

- 171 ongoing cases (GB and NI)
- 91 case not started
- ~30 cases closed since beginning of August

Cases by category

- 7 fuel records cases ongoing – Paul
- 5 overpayment cases – Ivonne
- 4 ‘jump the gun’ cases – Ivonne
- 24 late data warning cases – Ivonne/Paul (TBC)
- 119 ‘everything else’ cases – Lauren and Jake 😊

The plan is to redistribute some of the ‘not started’ cases from Jake and Lauren to Ivonne, starting with HLC cases.

Key Pieces of work on

- Preparing for sustainability and reviewing Audit and Compliance SOPs
- Sorting late/estimated data process with legal and PDS
- Exploring the potential of shifting towards more of an 'info request' approach with cases and asking for more info in the audit closure letter
- Assessing the resource model against team targets – *to be presented at next A+C monthly meeting*