



**E-Serve 4 Monthly Report to GEMA (Annual Report)
February-May 2015**

Scheme content template

ofgem

Guidance note for content authors:

- Add in **1 key achievement** for each scheme, for the last fiscal year (2014/15).
- Please limit to 2 lines of text (approximately 30 words) per scheme.

Key achievements 2014/15: (For Annual Report summary section)

1	<ul style="list-style-type: none"> • More applications were received and processed and more payments made in 2014/15 than from launch in 2011 to March 2014 – supported by operational excellence and delivered at a transaction cost 40% below original forecast funding
2	<ul style="list-style-type: none"> • Scheme 2
3	<ul style="list-style-type: none"> • Scheme 3
4	<ul style="list-style-type: none"> • Scheme 4
5	<ul style="list-style-type: none"> • Scheme 5
6	<ul style="list-style-type: none"> •
7	<ul style="list-style-type: none"> •

Guidance note for content authors:

- Content is pulled from 'progress expected and key challenges for the next 4 months' slides from Jan Report to GEMA
- Please update RAG (Red/Amber/Green) column with RAG status for milestones/key deliverables to indicate if achieved.
- Add content into 'Progress update' box to explain which deliverables have/have not been achieved, If not achieved, explain why.
- Content limited to 2- 3 bullet points per scheme. Total word count of 30 words per scheme.

Progress towards strategic aims/management objectives over the last 4 months

Scheme	Milestones	Key Deliverables	RAG	Progress Update
<p>Non -Domestic Renewable Heat Incentive (RHI)</p>	<ul style="list-style-type: none"> • Scheme changes driven by regulations are due to come into force in February 2015 • Milestones at year-end anticipated, with more applications received and processed and more payments made in 2014/15 than from launch in 2011 to March 2014 	<ul style="list-style-type: none"> • Quarterly report published in January 2015 and next report due to be published in April 2015 	<p style="background-color: #333; color: #fff; text-align: center;">RAG</p>	<ul style="list-style-type: none"> • Changes delivered on time to support February 2015 regulation changes • Following a record year for the scheme , over 10,000 installations are now accredited • All reports published in line with statutory duties
<p>NI Renewable Heat Incentive (NIRHI)</p>	<ul style="list-style-type: none"> • Continued operational efficiencies should deliver increased processing within budget 	<p style="text-align: center;">• n/a</p>	<p style="background-color: #333; color: #fff; text-align: center;">RAG</p>	<ul style="list-style-type: none"> • Continued application growth was met driven by strong operational efficiencies that have further driven down the transaction cost in the period
<p>Domestic Renewable Heat Incentive (RHI)</p>	<ul style="list-style-type: none"> • Spring 2015 regulations amendments are expected to come into force on 4 February 2015 • IT development will deliver key upgrades and improvements • Institute of customer service (ICS) accreditation process and development work on biomass sustainability requirements will both start • First anniversary of the scheme and closure of legacy applications 	<ul style="list-style-type: none"> • Implementation of the Spring 2015 regulations amendments, and related IT developments, will be delivered early • Microgeneration Certification Scheme (MCS) equivalence consultation document will be published before purdah • Key independent reviews will look at external guidance materials and stakeholder mapping • Publication of our customer journey infographic – as requested by user feedback 	<p style="background-color: #333; color: #fff; text-align: center;">RAG</p>	

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Progress towards strategic aims/management objectives over the last 4 months

Scheme	Milestones	Key Deliverables	RAG	Progress Update
<p>Energy Companies Obligation (ECO)</p>	<ul style="list-style-type: none"> • 31 March 2015 is the last installation date for ECO1 measures • On 1 April 2015 ECO2 legislation comes into force • 30 April is the last notification date of ECO 1 measures by suppliers 	<ul style="list-style-type: none"> • Monthly compliance reports will be published • Supplier breakdown will be published in February/ March • Supplier phase 4 obligations will be confirmed in February • ECO 2 second stage consultation response will be published in March • ECO 2 Guidance to be published in March and Householder Guidance note to be published in April 		
<p>Warm Home Discount (WHD)</p>	<ul style="list-style-type: none"> • Scheme Year 5(SY5) begins 1st April 2015, new regulations come into effect • Obligation setting for SY5 to be completed by 6th April 2015 	<ul style="list-style-type: none"> • Publication of SY5 guidance document following a review of comments from stakeholders of draft guidance (issued 23/01/15). • Issue of obligation letters to 11 suppliers, based on market share calculations 		
<p>Government Electricity Rebate (GER)</p>	<ul style="list-style-type: none"> • Scheme cut-off date by which suppliers should have provided rebates (28 Feb) • Supplier End of Year Reports submitted (28 April) • Setting of Year 1 external audit programme (end May) • Initial assessment of End of Year Reports (end of May) 	<ul style="list-style-type: none"> • Formulation of audit programme and communication to suppliers and undertaking 1 to 1 programme with 24 suppliers • Obtaining End of Year Reports from suppliers outlining delivery against obligations • Cross department on-boarding guide for new suppliers and ad hoc on-boarding of new domestic suppliers 		

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<p>Renewables Obligation (RO)</p>	<ul style="list-style-type: none"> • Solar close and grace period legislative changes to RO Orders to be enacted on 1 April 15 • Take on Glasgow team with effect from 1 April 15. This team will assist with processing the rush of solar applications 	<ul style="list-style-type: none"> • Publish RO annual report by the end of Mar 15 • Major IT project release on 24 Mar 15 – this will accommodate 1 April legislative changes and changes to solar bands under Northern Ireland Renewables Obligation (NIRO) • Complete consultation and publish final guidance by 1 April 2015 in respect of legislative changes • Finalise data contract with third party provider. This will allow us to validate a high percentage of Renewables Obligation Certificate (ROC) claims 		
<p>Feed in Tariff (FIT)</p>	<ul style="list-style-type: none"> • Q3 levelisation – payments will be redistributed in February 2015. • PV and non-PV degression tariff tables and RPI adjustment of tariffs to be published end of Jan 2015 (to apply from 1 April). • Change in Community and PV legislation, from 1 April 15. 	<ul style="list-style-type: none"> • We aim to process 400 applications per month in the period January-March 2015. This will enable us to meet the annual target of 3450 that we agreed with DECC • Integrate Communities and PV amendments into our operational procedures 		
<p>Climate Change Levy Renewables Exemption (CCL)/ Renewable Energy Guarantees of Origin (REGO)</p>	<p>CCL: Publish revised guidance for the Levy Exemption Certificates (LEC) scheme in Q1</p>	<ul style="list-style-type: none"> • REGO: Review and finalise new Fuel Mix Disclosure process and agree Green Imports arrangements with the Low Carbon Contracts Company (LCCC) 		

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Progress towards strategic aims/management objectives over the last 4 months

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<p>Electricity Market Reform (EMR)</p>	<ul style="list-style-type: none"> • Finalise and sign service agreement with Low Carbon Contracts Company (LCCC) by 31/3 • Consult on and finalise scheme guidance for generators and suppliers • Design and implement Contracts for Difference (CfD), fuel measurement and sampling (FMS) and Offtaker of Last Resort (OLR) processes 	<ul style="list-style-type: none"> • Signed service agreement • OLR and CfD FMS scheme guidance • Administration processes 		

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Progress expected and key challenges for the next 4 months

Scheme	Milestones	Key Deliverables	Challenges	RAG
<p>Non-Domestic Renewable Heat Incentive (RHI)</p>	<ul style="list-style-type: none"> Operational readiness for new regulations effective 5 October 2015 which require fuel sustainability evidence from new and existing participants Upgrade to a core IT system ('CRM') to meet Ofgem infrastructure requirements 	<ul style="list-style-type: none"> Quarterly report published in January 2015 and next report due to be published in April 2015 	<ul style="list-style-type: none"> New sustainability requirements will require existing participants to make changes to remain compliant Managing service levels and system availability to meet possible spikes in application volumes - requiring resource flex across team 	
<p>NI Renewable Heat Incentive (NIRHI)</p>	<ul style="list-style-type: none"> Upgrade to a core IT system ('CRM') to meet Ofgem infrastructure requirements 	<ul style="list-style-type: none"> Feasibility study to evaluate options to deliver policy changes planned for 2015/16 	<ul style="list-style-type: none"> Identifying cost-effective administration solutions to deliver some complex policy requirements that break new ground compared to GB RHI scheme 	
<p>Domestic Renewable Heat Incentive (RHI)</p>				

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Warm Home Discount (WHD)				
Government Electricity Rebate (GER)				

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Feed in Tariff (FIT)				
Climate Change Levy Renewables Exemption (CCL)/ Renewable Energy Guarantees of Origin (REGO)				

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Progress expected and key challenges for the next 4 months

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Electricity Market Reform (EMR)				

Notes Summary:

No speaker notes are contained in this presentation.