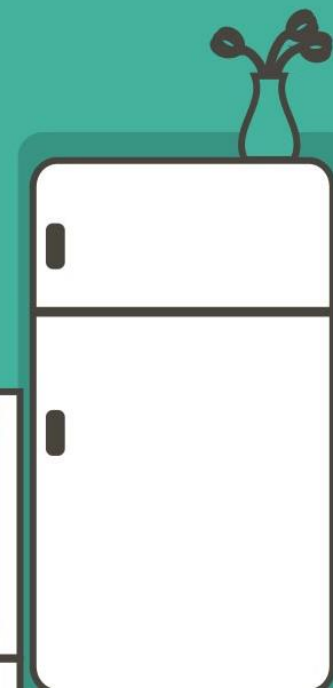
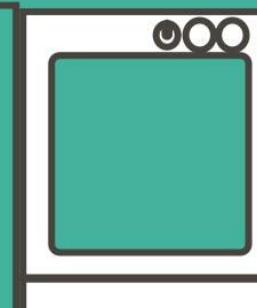


Energy Redress Webinar May 2019

**Katie Reville & Graham Boulton
Energy Saving Trust**



Introduction

- The Energy Industry Voluntary Redress Scheme (Redress Scheme) collects and distributes voluntary payments from Ofgem regulated companies that may have breached rules
- The amount of funding available through the scheme varies throughout the year as new payments are received.
- We review the funding and open new rounds on a quarterly basis in April, July, October, January
- Open to charitable organisations that **support energy customers** in England, Scotland and Wales.



Scheme priorities

1. Supporting energy consumers

- Support energy consumers in vulnerable situations and
- Deliver benefits to the types of consumers that were negatively impacted by the specific issues that triggered the Redress payment

2. Innovative products and services

- Testing or trialing the roll-out of products or services that are ready to implement but not yet accessible to energy consumers or certain groups of energy consumers; and
- Conducting research or analysis into the development of products or services not accessible to energy consumers



What support is available?

- ✓ Capital or revenue funding and up to 100% of the project cost
- ✓ Projects lasting up to 2 years
- ✓ Minimum grant request of £20k
- ✓ Maximum grant request depends on the size of the fund available
- ✓ Grants are paid quarterly in arrears on receipt of progress reports

The funds can pay for anything from making a home more energy efficient, to providing advice that helps consumers keep on top of their bills.

Examples of what can and can't be funded are available on pages 2 & 3 of the guidance document



Ofgem regulated companies

Energy Redress cannot fund any activity that will benefit Ofgem regulated energy companies in any way.

Energy Redress cannot fund activities such as:

- “Top-up” grants for ECO measures,
- Measures designed purely to enable access to ECO such as a gas connection to enable installation of an ECO-funded gas boiler,
- Referrals into a particular ECO offering or Warm Home Discount (WHD) or to Priority Services Registers (PSRs), where that reduces marketing costs for energy companies

Energy Redress activity should be separate from any referral or support mechanism into supplier obligations.



energyredress.org.uk

Remember to view our website for:

- Information about the scheme
- Registration and application options
- **Announcements**
- Redress team contact information

A map of current Redress projects

<https://energyredress.org.uk/funded-energy-redress-projects>



READ OUR GUIDANCE DOCUMENT

- The Energy Redress application pack contains a copy of our guidance document.
- We strongly encourage all applicants and project partners to read the guidance document.
- Applications that demonstrate a person has not read through the guidance document will score poorly and are unlikely to be shortlisted for funding.

<https://energyredress.org.uk/application-pack>

- If you have questions about the guidance document please contact the Redress team and we'll be happy to answer them.



The application process

1. Register your organisation
2. Energy Saving Trust will check whether you're eligible to apply
3. Create an account using email link
4. Complete the online application form, budget table and attach project partner letters
5. Application is reviewed and scored by two EST members of staff
6. Top scoring applications are shortlisted for decision panel
7. Applications are reviewed by an external expert panel and funding decided
8. Successful projects notified, unsuccessful projects provided with feedback



What makes a good application?

Clear project aim that fits with the redress priorities

Clearly defined target audience

Objectives = what you will do to meet the aim

Outcomes = what will change as a result of your project

Clear rationale as to why you think your project is needed and why you have chosen this method of delivery



Targets

SMART targets e.g. deliver 100 home visits to vulnerable households in first year

Differentiate between levels of support provided

Explain how you will monitor the progress of the project **and the** impacts of the intervention(s)

The redress team are keen that redress funded projects help to demonstrate the **positive impact** of what you do.



Energy Advice Applications

High number of applications offering energy advice so you need to stand out from the crowd

The advice must be high quality, tailored to the target audience and meaningful.

Funds for small measures: explain what they are, who will get them and how you will ensure they are installed safely and to a high standard.

Crisis funds: be clear about the eligibility criteria and what ongoing support will be provided.



Project programme and partners

List the tasks and include a planned start and end date for each.

Deliverables help us to monitor your project progress e.g. advice service launched, home visits commence.

Partnership projects are allowed. Letters of support expected.

Partners delivering elements of the project e.g. monitoring, training, should be included in staff costs not in 'other costs'.



Additionality

What else is being delivered in your area?

Can you add value to existing services rather than duplicate them?

Scottish charities: Contact Faith Pashley the Communities Officer within Home Energy Scotland to find out how to engage with Scottish Government HES services.

Good to make it clear how the project differentiates from your business as usual.



Project Risks

Ensure that you consider the full range of risks associated with delivering your project.

Likelihood of it happening may be low but the impact could be high.

The installation of measures comes with risks.

Explain what policies and back up systems you have in place



Project Costs

- Ensure project costs and grant requests add up.
- Don't include overheads in staff costs and also in 'other costs'.
- Staff costs for all project partners should be gross salary costs **not** commercial day rates.
- Be realistic about number of working days
- Explain your procurement process for goods and services
- **No** large unexplained pots of money



Please note that...

We would like Redress funding to be given to a variety of organisations, working with a diverse range energy consumers and providing support across Great Britain

- Redress is very competitive and this means applications from the same type of charities are competing with each other.
- Applicants sometimes fail to acknowledge other charities or support operating in their area. This results in a low assessment score.
- We want learnings to be made widely available, to support the development of the whole energy advice/fuel poverty sector. Research findings must be freely available to everyone



Questions?

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