

Wood Heat 2020



- The policy changes being implemented by BEIS have led to the future heat programme of work in Ofgem's delivery directorate.
 - Looking at the implementation of the new heat schemes
 - the closure of the RHI's to new participants.
- This presentation provides an overview of the work being done to prepare for these changes
 - *In parallel we are looking to rebuild our RHI platform for once the scheme is closed. To continue to support existing participants for the remainder of the scheme.*

Policy

- Working with BEIS to seek legislative clarity so that we can implement clear administration.

Delivery

- Implementing the system changes needed to reflect BEIS's policy requirements
- We are implementing much more proactive engagement with industry.
- Looking to identify and clarify guidance where possible ahead of RHI closure

Administration

- Looking to expand our workforce to deal with an expected rush of applications.
- With any closure, or change in support, we know from experience there is a greater incentive for some applicants to seek accreditation on speculative or ineligible installations.
- However, Participants remain responsible for complying with the regulations and any deadlines these impose.
- We need to ensure that genuine, last minute applications are able to apply

We need to ensure that once the scheme is closed we can deal with the ongoing challenges for the remainder of the scheme lifetime.

What are the proposed schemes?



- **Clean Heat Grant (CHG):** upfront capital grants for households and small non-domestic buildings to install heat pumps and, in limited circumstances, biomass boilers.
- **Green Gas Support Scheme (GGSS):** levy funded support for the injection of biomethane (produced through anaerobic digestion) into the gas grid.

What are Ofgem doing?



- Ofgem expected to administer these new schemes (but not GHG)
- Investigations into solutions for the digital services
- User research for the digital services
- We will consult on our administrative approach in 2021

What is the key benefit?



To implement BEIS policy, helping to achieve further decarbonisation of the energy system, through significant growth of low carbon heat, to support efforts to deliver a net zero economy by 2050.

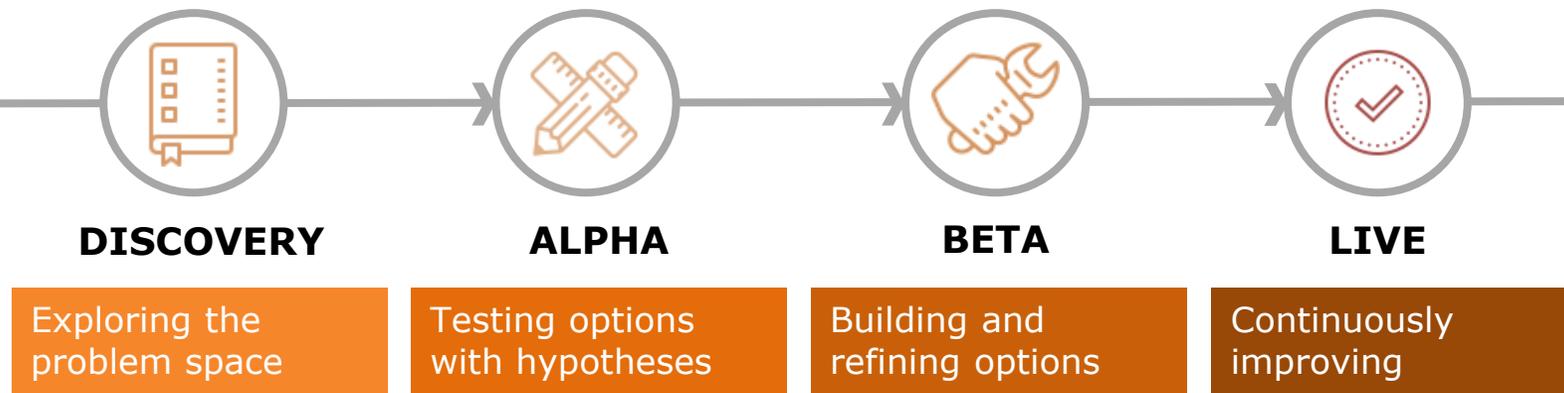
We will be developing administration in line with the legislation and implement improvements to existing processes for the new schemes, where we have discretion.



Since the launch of the RHI, there has been **a step-change in what users expect from a digital service**. This influences what we are designing and also how we are designing it – aligning with the government digital service standard.

Our approach is aligned with the GOV.UK Service Standard.

Discovery is the first phase of this approach, designed to explore the problem space by better understanding user needs, business needs, policies, and technical constraints through primary and secondary research.



Who are the users of the service and what are their needs and context?

Why are we doing this, what is the problem we are being asked to solve and how do we translate the proposed legislation/policy into a great service?

What are the technical constraints and options?

How do we approach resourcing and procurement?

Identifying users and their needs

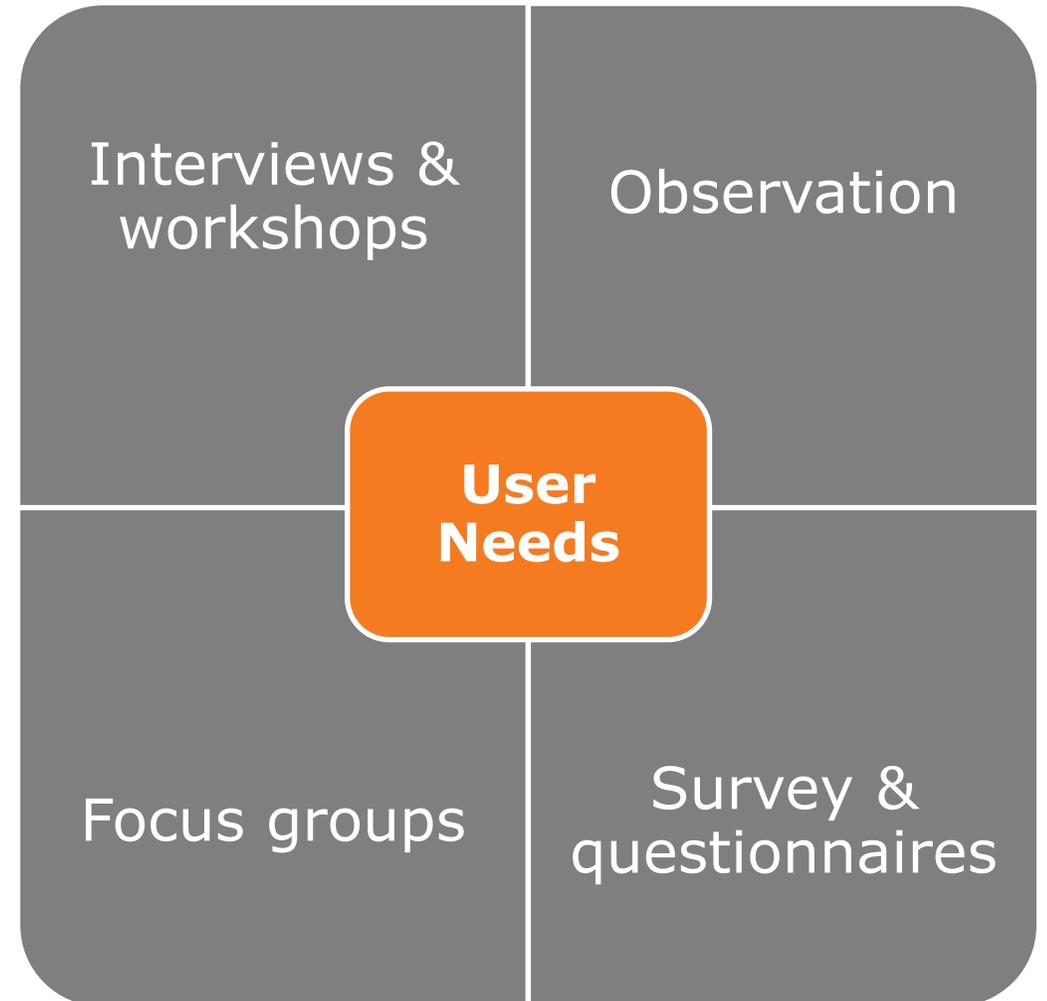
- Identifying user groups
- Identifying user pain points and recommendations (from existing schemes)
- Identifying user needs

Secondary user research

- RHI report

Deliverables

- Catalogue of user needs
- User personas
- User journeys





before THE SERVICE	THE SERVICE	after THE SERVICE
Investment	Application	Continuous improvement
	Payment	
Guidance		
Communication		
Timescale		

**Any
Questions?**



Our core purpose is to ensure that all consumers can get good value and service from the energy market. In support of this we favour market solutions where practical, incentive regulation for monopolies and an approach that seeks to enable innovation and beneficial change whilst protecting consumers.

We will ensure that Ofgem will operate as an efficient organisation, driven by skilled and empowered staff, that will act quickly, predictably and effectively in the consumer interest, based on independent and transparent insight into consumers' experiences and the operation of energy systems and markets.