



Northern Ireland Sustainable Energy Programme

NISEP Annual Report

2023/24

Prepared by Energy Saving Trust

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1. Executive Summary

This annual report reviews the performance of the 2023/24 Northern Ireland Sustainable Energy Programme (NISEP) schemes, outlining the measures installed, financial benefits to customers and the energy (GWh) and carbon savings associated.

For 2023/24, the initial NISEP fund was **£7,941,946** (as set out in the NISEP Framework Document) collected evenly across all units of electricity consumed. The total NISEP spend on schemes at year end was **£7,475,977**.

Although this report occasionally references lower NISEP spend compared to the previous year, this should not be interpreted as a reduction in programme effectiveness or delivery. The higher spend in 2022/23 was largely due to the inclusion of a significant underspend carried forward from the prior year. Therefore, year-on-year comparisons should take this funding anomaly into account when assessing performance and impact.

Several key factors influenced the number of Domestic heating and insulation measure installations in 2023/24. Notably, there was a reduction in NISEP funding spent in Domestic schemes (£8.1m in 2022/23 compared to £6.9m in 2023/24). In addition, rising delivery costs, including labour, raw materials, and overheads, continued to impact installation rates. The ongoing cost of living crisis has continued to contribute to a decline in customer uptake of partially funded measures, with many households hesitant to invest in heating system upgrades due to financial constraints. As a result, there has been a decrease in both heating and insulation installations, ultimately leading to lower overall energy and carbon savings, in comparison to 2022/23.

However, although there were fewer measure installations, there was a significant increase in gross customer benefit, largely driven by rising fuel prices influenced by global political and economic factors.

For Non-Domestic customers, a notable increase in NISEP funding (up by £280k from 2022/23) along with higher uptake contributed to greater gross customer benefit and carbon savings. Although fewer individual measures were installed, the projects that were implemented, such as the installation of solar photovoltaic (PV) systems, delivered significantly higher carbon reductions and customer value. PV installations can achieve substantially greater carbon savings than LED lighting which previously was the predominant technology installed in Commercial schemes, especially when installed at scale in Commercial settings. Commercial schemes and large-scale projects typically deliver greater carbon savings and gross customer benefit than Domestic schemes.

Although 80% of funding was initially ringfenced for the Priority category, in previous years the actual percentage spent in this category has often been higher due to less demand and therefore lower uptake in Non-Priority schemes. In 2023/24, however, 81% of NISEP funding was spent in the Priority category, closely aligning with the original allocation. This shift was primarily driven by a substantial increase in spend within the Non-Priority Conventional Commercial category, attributed to greater uptake compared to previous year, representing a positive development.

Additional funding of approximately £260k was allocated to 2023/24 schemes, following confirmation of underspend from 2022/23. At the end of the 2023/24 period, there was an underspend of approximately £380k. While this represents an increase compared to the previous NISEP year, £200k of the underspend was attributed to a single scheme, an air source heat pump scheme, that did not proceed due to delays in setting up the external monitoring system and finalising monitoring requirements with the Primary Bidder. These delays were beyond the Primary Bidder's control, and the funds therefore were carried forward into 2024/25. Excluding this scheme, the remaining underspend would have been just £180k, lower than the previous year's figure.

In total, there were 25 schemes approved in 2023/24, across 11 Primary Bidders. However, two of these Primary Bidders each withdrew two schemes, with one bidder withdrawing from NISEP 2023/25 entirely. One scheme also could not proceed due to the monitoring requirements outlined above. Therefore 20 schemes proceeded in 2023/24. Where there was funding returned during the NISEP year, this was redistributed to other, more successful oversubscribed schemes to maximise in year spend and associated energy savings.

The overall reduction in carbon savings can primarily be attributed to the Priority category. This is due to a lower NISEP spend in 2023/24 compared to 2022/23, which resulted in fewer measures being installed and, consequently, reduced carbon savings. Furthermore, the ongoing decarbonisation of the Irish electricity grid lowers the energy savings of all measures.

The introduction of 0% VAT by HMRC on energy efficiency measures in Northern Ireland from May 2023, meant that installation costs were lower enabling NISEP funds to go further in 2023/24.

The increase in gross customer benefit was primarily driven by an atypical surge in fuel prices, stemming from extraordinary global political and economic disruptions. This sharp rise affected all schemes and went well beyond standard market fluctuations.

These trends are illustrated in **Table 1.1** below and are discussed in more detail throughout this report.

Table 1.1 Comparative summary of outturn

	2023/24	2022/23
NISEP funding spent (£) *	£7,475,977	£8,347,248**
Total lifetime energy savings (GWh)	393.416	487.52
Total lifetime carbon saved (tC)	31,160	36,182
Total lifetime CO2e saved (tC)	114,220	132,668
Gross lifetime customer benefits (£)	£24,224,459	£16,336,456
Total incentives earned (£)	£0***	£0***

* NISEP funding spent excludes Programme Administration costs.

** 2022/23 funding had significantly increased due to a larger underspend in 2021/22 as a result of COVID-19.

*** No Primary Bidder exceeded the GWh targets set and therefore no incentives were earned.

2. Background to NISEP

NISEP is funded from a sum of money collected from all electricity customers through a Public Service Obligation (PSO), and it is used to provide funding for energy efficiency schemes.

The strategic objectives of the NISEP are to contribute to the achievement of:

- Efficiency in the use of energy;
- Socially and environmentally sustainable long-term energy supplies; and
- The above at best value to customers whilst also having due regard to vulnerable customers.

80% of the funding is ring-fenced for vulnerable customers in Northern Ireland. Previous consultations have substantiated the view that this level of funding for vulnerable customers should remain. In 2023/24 the NISEP continued to focus on vulnerable customers (referred to as the Priority Sector), comprising Domestic households on lower incomes who may be at risk of fuel poverty. In addition, NISEP introduced a new category to support 'Whole House Solution Innovative' schemes, offering a fully funded grant specifically targeting homeowners.

In total, **£6,115,685** was approved at the start of the year for this sector. The explicit aim of NISEP funding in the Priority Sector is to reduce energy consumption in the least energy efficient housing stock, and to improve energy efficiency levels. The remaining **£1,488,812** was split between Non-Priority Domestic, Non-Domestic/Commercial and Innovative Domestic schemes. Notably, all 'Innovative' schemes in this category in 2023/24 included only Priority customers.

The figures above include the five originally approved schemes that did not proceed. Along with any underspend from 2022/23, this unallocated funding was redirected in 2023/24 to schemes, where customer demand was highest, mainly Priority Whole House Solution schemes.

NISEP funding for schemes aimed at Priority Sector customers typically provided a package of measures that included:

- Fabric (loft and cavity wall) Insulation
- An efficient central heating system with an 'A' rated boiler and full heating controls

- LED lighting
- Hot water tank jacket
- Reflective radiator panels
- Low-flow/eco shower head

In the Non-Priority Domestic, Non-Domestic/Commercial and Innovative categories, measures included:

- Insulation 'cash-back' grants for cavity wall and loft insulation
- Solid wall insulation
- Variable speed technology
- Solar PV
- Boiler replacement
- LED lighting
- Intelligent heating controls
- High heat retention electric storage heaters

3. Key changes to the NISEP 2023/25 Framework Document

The NISEP Framework Document outlines the guidelines, rules, and parameters that govern the implementation of NISEP. Each year, the document is reviewed, and necessary changes are incorporated to align with evolving energy efficiency goals, technological advancements, and stakeholder feedback.

The main changes to highlight in the NISEP 2023/25 Framework Document were as follows:

- Approved schemes in NISEP 2023/24 would run for two full NISEP years, subject to satisfactory performance in year 2023/24 which would be assessed from the information provided in the 8-month interim report and from any direct feedback received by the programme administrator and auditor on scheme delivery.

This change from one-year duration to a two-year cycle was introduced to enhance the customer journey, particularly by reducing waiting times between scheme years, to help improve uptake for Commercial schemes and to ensure a smoother transition for customers in March into the new NISEP year. Additionally, the extended timeframe offers greater certainty and continuity for Primary Bidders and contractors, provided they meet the satisfactory scheme performance criteria.

- There was a change to the allocation of funding ringfenced for Priority Domestic schemes with the introduction of a new “Innovative” category. Under the revised structure, funding for Priority Domestic ‘Whole House Solution’ schemes was adjusted to 35%, with an additional 10% specifically ringfenced for ‘Whole House Solution – Innovative’ schemes. The Individual Measures category remained unchanged at 35%.

The creation of a separate Innovative category reflects NISEP’s commitment to encouraging the development and adoption of new and emerging technologies, particularly in the area of renewable energy and energy efficiency. By dedicating a portion of funding to innovation, NISEP aims to support forward-thinking solutions that may not yet be widely adopted but have the potential to deliver significant long-term benefits. This approach ensures that the programme continues to evolve and lead in promoting sustainable, future-ready energy solutions.

For 2023/25 high heat retention storage heaters and renewable technologies were considered in the Non-Priority Innovative category for both housing association properties and for schemes where a customer/landlord contribution was sought.

- To ensure fair access to public funding and prevent disproportionate benefit to large landlords, a cap of 10 properties per landlord per NISEP year was introduced. This helps distribute support more equitably, prioritises those most in need, and aligns with the programme's carbon reduction goals by broadening the reach of energy efficiency improvements.
- To support the carbon reduction objectives of the programme, and to reinforce the existing requirement that oil heating should not be installed where gas is available, the Framework Document was updated to state that Primary Bidders should check with all relevant network operators to determine whether a gas connection is available before proceeding with the replacement of an existing oil boiler. This encourages the transition to lower-carbon heating solutions where feasible.
- For all Priority schemes, (fully funded or customer contribution schemes) the customer must not be required to contribute towards additional measures such as smart heating controls, low-flow/eco showerheads, hot water tank jackets, low energy lighting, reflective radiator panels and draught proofing. All additional measures offered per scheme, should be either 100% funded by NISEP or 100% funded by a third-party contribution.

This requirement was introduced to support the delivery of Whole House Solution packages and reduce customer confusion. This approach encourages the uptake of energy efficiency improvements, ensures consistency across schemes, and avoids situations where customers are deterred by unexpected costs. It also aligns with the programme's carbon reduction goals by promoting the installation of multiple complementary measures that collectively deliver greater energy savings and lower carbon emissions.

- Customers in 'off gas' areas with no existing central heating (where a solid fuel fire or electric room heater is used as the primary heat source), can only convert to other forms of electric heating. This requirement has been introduced to align with the programme's carbon reduction objectives, as electric heating technologies support the transition to a low-carbon energy future.

- The Framework Document was updated to reflect legislative developments, including the Ireland/Northern Ireland Protocol under the UK-EU Withdrawal Agreement (2018) and the Subsidy Control Act (2022). To ensure compliance, funding issued under NISEP was required to meet the criteria for "de minimis aid" under EU State aid rules and "minimal financial assistance" under the UK subsidy control regime. These updates ensured that the Framework Document aligned with the applicable legal requirements.
- Although not included as an update in the Framework Document, heat pump monitoring requirements for 2023/25 were issued to applicable Primary Bidders as part of the approval process for any installations during this period. The decision to implement monitoring was based on the recognition that this research will be invaluable in demonstrating the value heat pumps can bring to Northern Ireland. This includes their contribution to decarbonisation, the suitability of the technology for the local context, the quality of installations being funded, and the identification of common strengths and weaknesses among installers. Given the pivotal stage of the energy transition, this is a key opportunity to gather Northern Ireland specific data that can inform future decisions on the electrification of heat.

However, as noted in the report, delays in finalising the monitoring requirements meant the applicable scheme was unable to proceed, and no heat pumps were installed in 2023/24. However, the funds allocated for this scheme have been carried forward into 2024/25 and the necessary requirements put in place to support delivery in 2024/25.

4. NISEP 2023/24 Funding utilisation and outturn

In 2023/24, 25 schemes were originally approved, across 11 Primary Bidders. However, two of these Primary Bidders, each withdrew two schemes, with one bidder withdrawing from NISEP 2023–25 entirely. One scheme also could not proceed awaiting heat pump monitoring requirements to be finalised. Therefore 20 schemes were delivered in 2023/24.

The following tables summarise the number of schemes that were approved and completed per Primary Bidder and per category.

Table 4.1 Summary of approved schemes by Primary Bidder

Primary bidder	No. of schemes
Airpacks Ltd t/a Kore System Ltd	1
Bluebuild Insulation Ltd	1
Energystore Ltd	2
SSE Airtricity Energy Services (NI) Ltd (previously Fusion Heating Ltd)	3
McGaffin Mechanical Ltd	2
O’Kane Plumbing & Electrics Ltd	2
Phoenix Energy Group Ltd (previously Phoenix Natural Gas Ltd)	4
Power NI Energy Ltd	1
SGN Evolve Network Ltd (previously SGN Natural Gas Ltd)	2
Workspace Ltd	2
Total	20

Table 4.2 Breakdown of schemes by category

Scheme category	No. of schemes
Priority schemes	15
Non-Priority Conventional	3
Innovative	2
Total	20

The following figures, **4.3**, **4.4** and **4.5** provide a breakdown of funding spent per category, GWh savings by category and the overall cost effectiveness of each scheme in pence spent per kilowatt of energy savings generated.

Figure 4.3 NISEP breakdown of funding spent by category*

*Figures have been rounded to whole numbers

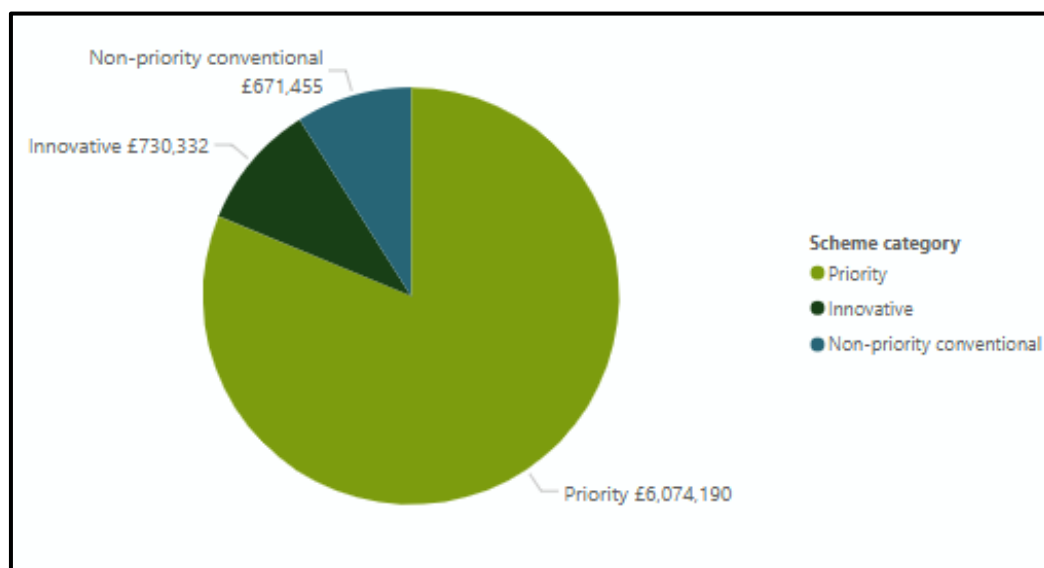


Figure 4.4 Lifetime energy savings by category (GWh)

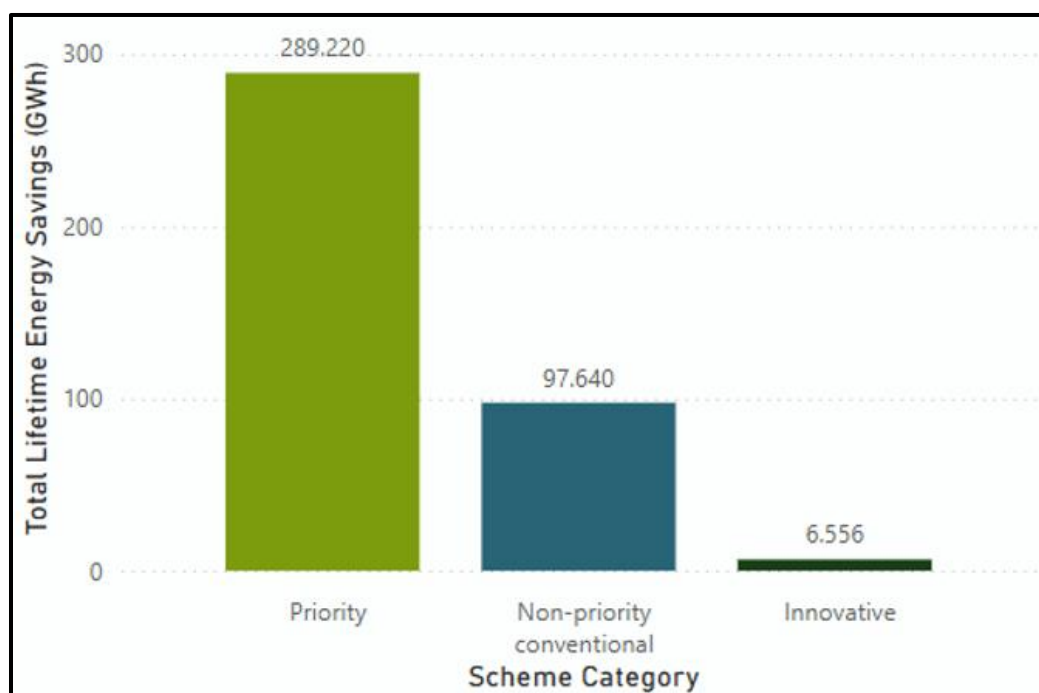
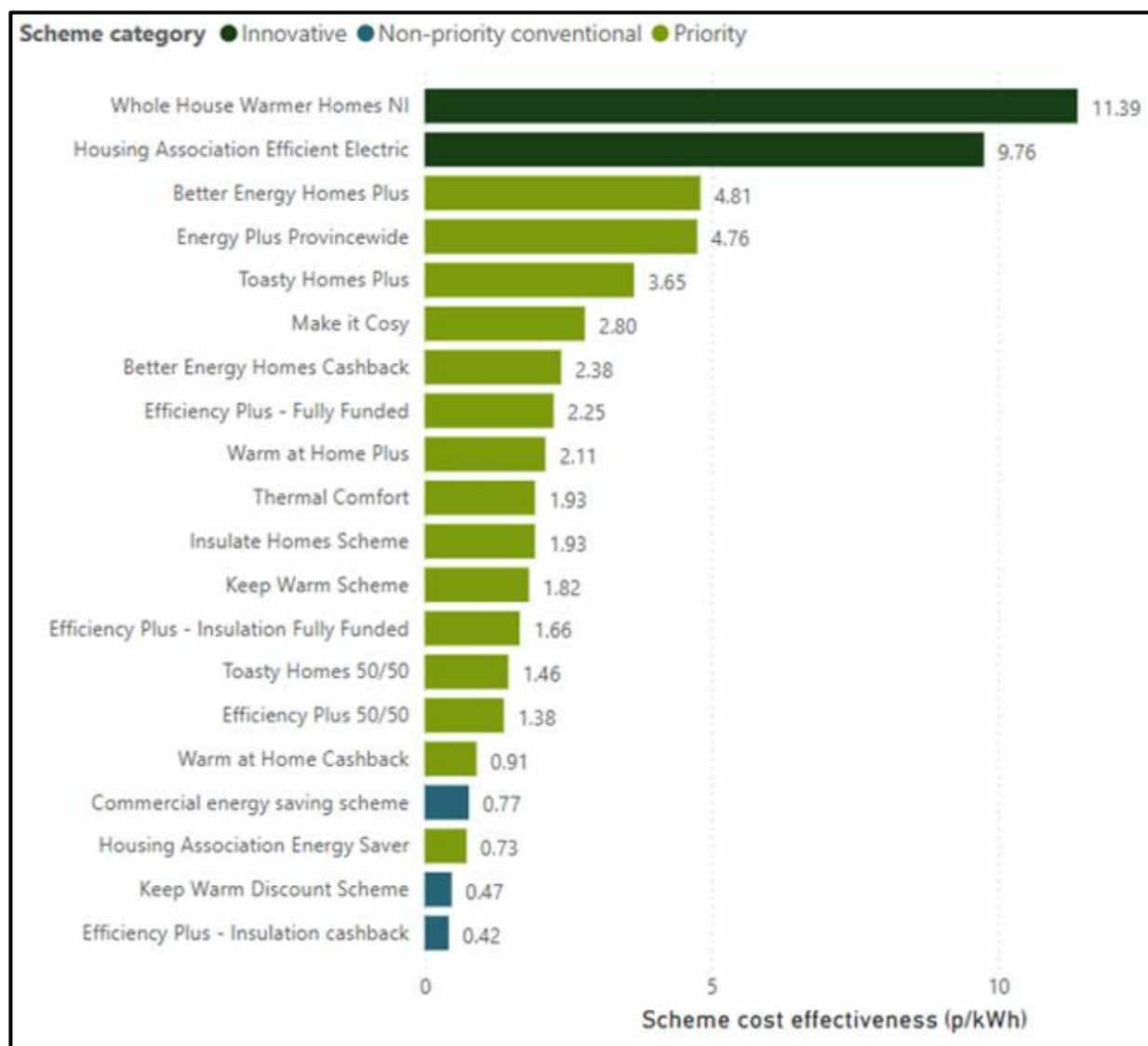


Figure 4.5 Priority, Non-Priority, and Innovative scheme cost effectiveness



The bar chart above compares the cost-effectiveness of the 20 NISEP schemes, measured in pence per kilowatt-hour (p/kWh), where a lower value indicates greater cost-effectiveness. Efficiency Plus – Insulation Cashback is the most cost-effective scheme, while Whole House Warmer Homes NI is the least cost-effective. Overall, the chart highlights a wide range in cost-effectiveness, from under 1 p/kWh to over 11 p/kWh. Schemes tend to be more cost-effective when the average cost per measure is lower, third-party funding is sourced, NISEP provides only partial grants, and indirect costs are minimal. These factors enable more measures to be delivered with less NISEP funding meaning the scheme is more cost effective.

For example, Efficiency Plus – Insulation Cashback is an Insulation-Only scheme offering a partial grant to customers, making it highly cost-effective. In contrast, Whole House Warmer Homes NI provides a fully funded Whole House Solution, including higher cost measures such as solid wall insulation and heating. These measures result in higher costs per property, which limits the number of properties that can be supported with the available funding, making the scheme less cost-effective.

The below **Table 4.6** shows a summary of the approved schemes along with NISEP funding spent, GWh lifetime energy savings, lifetime carbon savings per tonne, lifetime CO₂e saved per tonne and the lifetime gross customer financial benefit of each scheme.

Table 4.6 Programme summary

Scheme ref	Scheme title	NISEP funding spent (£)	Accredited lifetime energy saving (GWh)	Lifetime carbon saved (Tonnes)	Lifetime CO ₂ e saved (Tonnes)	Lifetime gross customer benefit (£)
BBI 23 01 I P	Insulate Homes Scheme	£497,566	25.805	1,816	6,658	£1,553,225
ESL 23 01 IP	Thermal Comfort	£788,383	40.878	2,876	10,547	£2,303,714
ESL 23 03 M P	Make it Cosy	£180,651	6.460	555	2,034	£344,821
FUS 23 01 M P	Energy Plus Provincewide	£314,497	6.608	586	2,150	£305,589
FUS 23 04 IV P	Housing Association Efficient Electric	£98,200	1.006	71	260	£67,542
FUS 23 05 MP	Housing Association Energy Saver	£168,400	22.999	2,300	8,432	£835,457
KORE 23 01 IV P	Whole House Warmer Homes NI	£632,132	5.550	391	1,432	£350,853
MML 23 01 M P	Toasty Homes Plus	£305,578	8.365	732	2,684	£483,839
MML 23 02 M P	Toasty Homes 50/50	£200,470	13.711	1,329	4,874	£581,651
OKPE 23 01 MP	Better Energy Homes Plus	£876,758	18.216	1,444	5,293	£916,039
OKPE 23 02 M P	Better Energy Homes Cashback	£218,990	9.192	825	3,024	£453,936
PNG 23 01 M P	Efficiency Plus – Fully Funded	£487,521	21.641	2,078	7,618	£991,513
PNG 23 02 M P	Efficiency Plus 50/50	£254,631	18.423	1,755	6,436	£863,101
PNG 23 04 I P	Efficiency Plus – Insulation Fully Funded	£142,095	8.559	602	2,208	£660,702
PNG 23 05 I NP	Efficiency Plus – Insulation cashback	£38,492	9.105	641	2,349	£715,552
PNI 23 01 ONP	Commercial energy saving scheme	£552,287	71.454	5,031	18,435	£7,454,957
SGN 23 01 M P	Warm at Home Plus	£411,152	19.502	1,990	7,272	£695,798
SGN 23 02 M P	Warm at Home Cashback	£26,118	2.877	295	1,083	£97,876
WORK 23 01 I P	Keep Warm Scheme	£1,201,380	65.984	4,643	17,024	£3,558,562
WORK 23 02 I NP	Keep Warm Discount Scheme	£80,676	17.081	1,202	4,407	£989,732
Total *		£7,475,977	393.416	31,160	114,220	£24,224,459

* where relevant, total figures have been rounded

5. Priority Domestic schemes summary

Of the **£7,475,977** spent, **£6,074,190 (81%)** was spent on Priority Domestic schemes, targeted at vulnerable/lower income households. This is slightly higher than the 80% ring-fenced for Priority schemes and is due to in-year funding that was returned, and underspend from the previous year, being reallocated where demand was greatest and schemes had waiting lists.

In total, there were 15 Priority schemes which funded **8,768**, energy efficiency installations. This is 1,138 less measures than in the previous year, which is as a result of a reduction in LEDs, reduction in cavity wall and loft insulation measures, reduction in heating installations and a reduction in smart heating control installations, in Domestic properties.

Six of the Priority schemes provided a fully funded 'Whole House Solution' package, whilst a further five schemes provided different grant levels towards similar measures.

This varied from a 50% grant towards heating measures with fully funded insulation for owner occupier / private tenants, to up to a £1,000 grant towards heating (dependent on upgrade/fuel switch) with £200 (an increase in grant level from £150 in the previous NISEP year to encourage uptake) off cavity wall insulation and/or loft insulation, for Housing Association tenants.

Primary Bidders were encouraged to promote a 'Whole House Solution' and to design their schemes in a way that maximised the uptake of all available measures. Unless exceptional circumstances applied, this meant that when a heating system was installed, all necessary and suitable insulation measures for the property should also be included. Customers, under NISEP, must be clearly informed about the value of insulation measures, as they contribute to greater energy efficiency, resulting in cost savings, enhanced comfort, and a lower environmental impact by decreasing energy usage.

The remaining four schemes in this category provided individual measures including cavity wall and loft insulation and were fully funded by NISEP.

Table 5.1 shows a breakdown of Priority measures installed including the number of properties that benefitted, and **Table 5.2** shows the breakdown of heating system installations.

Table 5.1 Summary of Priority Domestic measures installed 2023/24

Measure	No. of measures
Loft insulation (LI)	1,326
Cavity wall insulation (CWI)	999
LEDs	4,565
Low-flow/eco showerheads	436
Hot water tank jackets	122
Heating replacements	805
Smart heating controls	321
Reflective radiator panels	194
Total measures installed	8,768
Total no. of properties	2,451

Several key factors influenced the number of Priority Domestic measure installations in 2023/24. Notably, there was a reduction in NISEP funding of £1.1 million spent by Domestic schemes (£8.1m in 2022/23 compared to £6.9m in 2023/24). In addition, rising delivery costs, including labour, raw materials, and overheads, continued to impact installation rates. The ongoing cost of living crisis has also contributed to a decline in customer uptake of partially funded measures, with many households hesitant to invest in heating system upgrades. In previous years, customers could contribute funding towards additional measures; however, in 2023/24, all additional measures were required to be funded either by NISEP or a third party i.e. customer contributions were no longer allowed.

This therefore corresponds with a reduction of 1,138 measures installed. The decline was primarily due to fewer installations of cavity wall and loft insulation (down by 411), heating systems (down by 271), LED lighting (down by 357), and smart heating controls (down by 155). There were minor increases in other additional measures.

Cavity wall insulation trends shifted compared to the previous year, with a decrease in full-fill installations, from 57% to 52% of all cavity wall insulation measures installed. While the overall proportion of cavity wall insulation extraction and refill jobs across all Priority schemes remained broadly similar to the previous NISEP year, some Individual schemes reported higher proportions. Based on this overall trend and feedback from Primary Bidders, the 30% cap on cavity wall insulation extraction and refill has been reviewed for future NISEP years to better reflect demand. As these installations typically involve higher average costs, this shift is expected to have also impacted the total number of measures delivered.

Table 5.2 Summary of Priority Domestic heating replacements 2023/24

Heating replacement	No. of measures
Gas boiler upgrade	73
LPG to gas	2
No central heating to gas	2
Oil boiler upgrade	174
Oil to gas	541
Solid fuel central heating to gas	7
Solid fuel central heating to oil	1
High heat retention electric storage heater upgrade	5
Total no. of measures/properties	805

As shown in **Table 5.2**, oil to gas conversions continue to represent the largest proportion of all fuel heating installations under NISEP, accounting for 67%, and consistent with the previous year. The only heating replacement types to see an increase compared to last year were gas boiler upgrades, which rose by 3%, and a small rise in electric storage heater upgrades. All other heating replacement types reduced as a proportion of total heating replacements compared to 2023/24.

Insulation uptake within the Whole House Solution category remained consistent with the previous year, with 11% of properties receiving both cavity wall insulation and loft insulation. However, there was a notable reduction in the proportion of properties receiving either cavity wall insulation and/or loft insulation, dropping from 53% to 39%.

Whole House Solution schemes must be designed to maximise the number of measures installed per household. Insulation must be installed where required, unless there are clearly documented exceptional circumstances. According to Primary Bidders, insulation was not installed in some cases because it was either already present and met current standards, or the property was unsuitable for the measure.

NISEP continues to emphasise the critical role of insulation in improving energy efficiency. To ensure appropriate measures are identified and delivered, a comprehensive technical survey is required under NISEP for each property to assess insulation needs accurately.

Table 5.3 Priority Domestic comparative outturn against 2022/23

	2023/24	2022/23
NISEP funding spent (£) *	£6,074,190	£7,158,073
Total lifetime energy savings (GWh)	289.220	387.377
Total lifetime carbon saved (tC)	23,825	29,395
Total lifetime CO2e saved (tC)	87,337	107,780
Gross lifetime customer benefits (£)	£14,645,822	£10,170,793
Total incentives earned (£)	£0	£0

Energy savings in the Priority category totalled **289.220 GWh**, representing a reduction of 98.157 GWh compared to the previous year. This accounts for approximately **74%** of the total energy savings achieved, down from 79% in 2022/23.

The overall decrease in energy savings is primarily due to reduced NISEP spend in comparison to 2022/23. Additionally, the reduced proportion attributed to the Priority category reflects a relative increase in the proportion of energy savings achieved within the Non-Priority Conventional Non-Domestic/Commercial category.

The measures installed delivered a lifetime gross customer benefit of **£14,645,822** for vulnerable households in Northern Ireland, an increase of £4.5 million compared to the previous year. This uplift is largely attributed to an exceptional surge in fuel prices, driven by significant global political and economic disruptions, which impacted all schemes and went well beyond standard market fluctuations.

Insulation measures, which offer longer lifetime savings (up to 40 years) than many other Domestic energy saving interventions, contributed most significantly to this increase. Notably, Individual Measure schemes accounted for £4 million of the £4.5 million rise in gross customer benefit.

6. Non-Priority Conventional schemes (Domestic and Non-Domestic/Commercial) summary

Of the **£7,475,977** spent, **£425,340** was spent on Non-Priority Conventional schemes (both Domestic and Non-Domestic/Commercial), representing **9%** of the total expenditure. This reflects a 4% increase from the previous year, primarily due to a substantial rise in spending on the Non-Domestic/Commercial scheme (which increased from £271k to £552k, a 4% increase).

In total, Non-Priority Conventional schemes delivered **5,464** measures across **239** Domestic properties and supported **81** Non-Domestic/Commercial projects.

The Non-Priority Non-Domestic/Commercial scheme provided part-funding, typically covering 20% of the total cost for various energy efficiency and renewable energy measures, subject to a maximum cap of £30,000 where applicable. The Non-Priority Domestic schemes provided a grant of 1/3 of costs, up to £500 maximum, per insulation measure for homeowners or private tenants.

Table 6.1 Summary of Non-Priority (Domestic and Non-Domestic / Commercial) measures installed 2023/24

Measure	No. of measures
Domestic	
Loft Insulation	161
Cavity Wall Insulation	117
Low-flow/eco showerhead	77
LEDs	333
Non-Domestic/Commercial	
Variable Speed Technology	9
LEDs	4,719
Intelligent Heating Controls	13
Boiler upgrade	3
Solar PV	32
Total	5,464
Total no. of Domestic properties	239
Total no. of Non-Domestic/Commercial projects	81

Despite a notable increase in NISEP spend within the Non-Priority Conventional category, the overall reduction of 3,561 measures compared to the previous year's total of 9,025 is primarily due to a significant drop in LED installations, from 8,655 to 5,052 (a decrease of 3,603), the majority of which occurred within the Non-Domestic/Commercial scheme. There was also a small reduction of variable speed technology (down from 11 to 9). However, this shift was offset by the introduction of other technologies in the Non-Domestic/Commercial scheme, most notably 32 solar PV installations and 3 boiler upgrades (compared to none in 2022/23) along with an increase in intelligent heating controls installed (up from 6 to 13). Additionally, with the increase in funding spent, the number of projects supported by NISEP has continued to increase, rising from 69 to 81 in 2022/23.

Although overall spend in the Non-Priority Conventional category increased, NISEP funding for Non-Priority Domestic schemes reduced, from £154k in 2022/23 to £119k in 2023/24. This reduction contributed to a slight drop in cavity wall and loft insulation installations, which fell from 352 to 278. However, 410 additional measures were installed, including LEDs and low-flow eco-showerheads, which were not an offering in the previous year.

Table 6.2 Summary of Non-Priority Conventional against 2022/23

	2023/24	2022/23
NISEP funding spent (£) *	£671,455	£425,340
Total lifetime energy savings (GWh)	97.640	93.525
Total lifetime carbon saved (tC)	6,873	6,036
Total lifetime CO2e saved (tC)	25,191	22,133
Gross lifetime customer benefits (£)	£9,160,241	£5,922,045
Total incentives earned (£)	£0	£0

A total of **97.640 GWh** achieved in the Non-Priority category represents approximately **25%** of the overall energy savings, which is a significant increase from 19% in 2022/23. This is mainly attributed to the Non-Priority Non-Domestic/Commercial scheme (which accounts for 18% of the overall energy savings as opposed to 11% in 2022/23).

A total of **£9,160,241** gross customer benefit, a significant £3.2 million increase to 2022/23 is again attributed to the Non-Priority Non-Domestic/Commercial scheme (which accounts for £2.4 million of this increase).

Overall, total energy savings, carbon savings, and gross customer benefit increased compared to 2022/23. These increases are primarily driven by higher spend in the Non-Priority Non-Domestic/Commercial scheme, which supported a greater number of projects. Among these, the installation of high-impact measures, particularly solar PV systems, contributed significantly to this outcome. For Non-Domestic customers, a notable increase in NISEP spend (up by £280k from 2022/23), combined with greater uptake, led to an increase in energy and carbon savings and gross customer benefit.

Although fewer individual measures were installed in this category, those implemented, such as Solar PV systems, delivered markedly higher energy and carbon reductions and value. Solar PV installations, especially when installed at scale in Commercial settings, offer greater savings than LED lighting, which in previous years was the most installed technology in Commercial schemes. In general, Commercial schemes and large-scale projects tend to yield higher energy, carbon and financial benefits than Domestic measures. Gross customer benefit was further increased by rising fuel prices, influenced by global political and economic factors.

7. Innovative schemes summary

The Innovative category within NISEP is intended to encourage the development and implementation of energy-efficient schemes that have the potential to outperform traditional approaches in reducing energy use and carbon emissions. These initiatives provide a platform for showcasing creative solutions that align with Northern Ireland's broader decarbonisation goals.

Two of the three Innovative schemes delivered in 2022/23 were also approved and delivered in 2023/24, targeting Priority customers and installing measures such as high heat retention electric storage heaters and solid wall insulation. Although an air source heat pump scheme was approved for 2023/24, it did not proceed, which impacted the overall outturn figures.

Out of these two schemes that targeted Priority customers, one of the schemes targeted Housing Association properties with inefficient electric storage heaters and offered a NISEP grant of £1,200 towards high heat retention electric storage heaters and £200 towards loft and/or cavity wall insulation (max grant of £400 for insulation). This scheme also offered a 50% grant towards the installation of an air source heat pump, along with an additional 50% grant for cavity wall insulation and/or loft insulation. However, there was no uptake of heat pumps combined with insulation under this scheme. The second scheme targeted homeowners and offered a fully funded grant towards solid wall insulation, a heating upgrade (oil, gas or electric heating) and loft insulation if required in the property.

In total, innovative schemes delivered **213** energy efficiency interventions.

Table 7.1 Summary of measures installed in the Innovative category 2023/24

Measure	No. of measures
Solid wall insulation	22
Loft insulation	11
Heating replacements	92
LEDs	88
Total	213

Despite a small reduction in spend of NISEP funding of £34k in this category in comparison to the previous year, the total number of measures installed increased by 89, rising from 124 to 213.

This increase was primarily driven by a shift in the types of measures installed. While the number of loft and cavity wall insulation installations remained relatively stable, there were 23 additional heating system replacements, 56 more LED installations, and 12 more solid wall insulation measures compared to the previous year.

In 2022/23, approximately 30% of the funding in this category was allocated to higher cost air source heat pump installations. Since no heat pump installations occurred in 2023/24, this change would explain the increase in the number of heating replacements to the previous year. Additionally, increased funding for a Whole House solid wall insulation scheme in 2023/24 contributed to the increase in solid wall insulation measures.

Table 7.2 Summary of heating replacements 2023/24

Heating replacement	No. of measures
High heat retention electric storage heater upgrade	80
Oil boiler upgrade	8
Gas boiler upgrade	4
Total number of measures/properties	92

In 2022/23, a heat pump scheme was delivered, resulting in installations during that year. Although a similar scheme was approved for 2023/24, it did not proceed. As a result, there were no heat pump installations in 2023/24, and therefore no figures to compare against the previous year. Despite this, a comparable level of funding was spent within the category, which contributed to an increase in high heat retention electric storage heater installations, from 44 to 80. In comparison to 2022/23, there were no oil to gas heating replacements, a similar number of oil boiler upgrades, and a small number of gas boiler upgrades (no gas boiler upgrades in the previous year).

Table 7.3 Summary of Innovative schemes outturn against 2022/23

	2023/24	2022/23
NISEP funding spent (£) *	£730,332	£763,834
Total lifetime energy savings (GWh)	6.556	6.617
Total lifetime carbon saved (tC)	461	752
Total lifetime CO2e saved (tC)	1,691	2,755
Gross lifetime customer benefits (£)	£418,395	£243,619
Total incentives earned (£)	£0	£0

A total of **6.556 GWh** was achieved in the Innovative category which represents approximately **2%** of the overall energy savings, which is 1% higher compared to 2022/23.

Although the number of measures increased by 89 compared to 2022/23, overall energy and carbon savings reduced. This is largely due to the types of measures installed. In 2022/23, 15 air source heat pumps were installed, whereas none were delivered in 2023/24. While there was an increase in other heating replacements, air source heat pumps typically yield significantly higher energy and carbon savings, which explains the overall reduction in savings despite the higher number of measures.

However, there was a significant increase in gross customer benefit, total of **£418,395**, which can largely be attributed to rising fuel prices, influenced by global political and economic factors.

While no renewable technologies were installed under this category in 2023/24, the continued success and uptake in this category demonstrate a growing interest in innovative solutions. NISEP remains committed to encouraging the inclusion of Innovative schemes in the programme, in line with ongoing developments in Northern Ireland's energy sector and the broader decarbonisation agenda.

8. Target achievement and incentive payments

To encourage Primary Bidders to propose cost-effective schemes and support the achievement of NISEP's objectives, the Utility Regulator awards an incentive payment to Primary Bidders that exceed the energy saving target set for each category.

In 2023/24, no Primary Bidder exceeded the GWh targets set, due to several factors as discussed in this report. As a result, no incentives were earned by Primary Bidders in 2023/24.

Due to the level of competition within NISEP, the cost effectiveness targets will no longer be calculated for NISEP 2025/27 schemes, and the Utility Regulator will no longer award an incentive payment to Primary Bidders.

9. Geographical spread summary (Domestic measures)

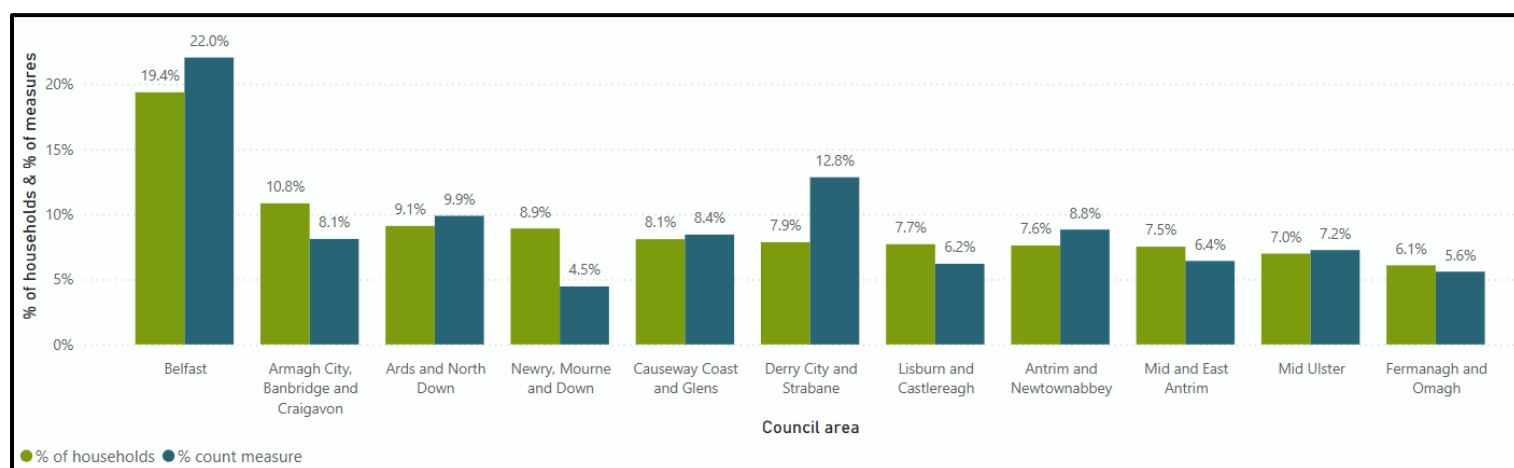
There is a broad geographical spread of measures, with all 11 councils in Northern Ireland receiving installations. However, the distribution of these interventions varies in proportion to the population size of each area.

Bar Chart 9.1 below compares:

- The percentage of NISEP-funded interventions per council area (blue bars), and
- The percentage of Northern Ireland households in each council area (green bars).

Both columns present the data as a percentage of the national total. This chart illustrates that the funding reached most areas across Northern Ireland. In most cases, the proportion of interventions closely aligns with the distribution of households. However, some variation is evident. These differences suggest that while the overall spread is wide, the distribution of measures varies by council area, potentially reflecting differing levels of need or targeted delivery strategies. Additionally, NISEP funding is mainly allocated on a first come first served basis, except for when the vulnerability matrix is used where Primary Bidders need to allocate funding to those most in need and they experience high demand for schemes or hold a waiting list.

Chart 9.1 Distribution of NISEP measures by council area



Overall, there continues to be a fairly balanced distribution of measures across most council areas. Belfast City Council continued to record the highest proportion of installations at 22%, an increase from 15% in the previous year.

In other council areas, Newry, Mourne and Down District Council; Mid Ulster District Council; Causeway Coast and Glens Borough Council; Ards and North Down Borough Council; and Derry City and Strabane District Council, the distribution of measures remained largely consistent with the previous year, showing less than a 1% change, at 4%, 7%, 8%, 10%, and 13% respectively.

Belfast City Council recorded the most significant increase, rising by 7% compared to the previous year, followed by Fermanagh and Omagh District Council with a 2% increase.

In contrast, Armagh City, Banbridge and Craigavon Borough Council experienced the largest decrease, down by 4%. Other areas showing a reduction include Antrim and Newtownabbey Borough Council, Lisburn and Castlereagh City Council, and Mid and East Antrim Borough Council, down by 2%.

Belfast City Council and Mid Ulster District Council are now reporting a higher-than-average proportion of measures installed relative to their population size, a shift from 2022/23 when both were below average.

However, Armagh City, Banbridge and Craigavon Borough Council; Lisburn and Castlereagh City Council; and Mid and East Antrim Borough Council now show a lower-than-average proportion, having been above average in the previous year.

Ards and North Down Borough Council; Causeway Coast and Glens Borough Council; Derry City and Strabane District Council; and Antrim and Newtownabbey Borough Council continue to maintain a higher-than-average proportion of installed measures relative to population size.

Whereas Newry, Mourne and Down District Council, along with Fermanagh and Omagh District Council, continue to show a lower-than-average proportion of installed measures in comparison to population size.

Heating Installations

In 2023/24, Belfast City Council recorded the highest proportion of NISEP heating installations at 20%, followed by Derry City and Strabane District Council at 18%. Ards and North Down Borough Council, Armagh City, Banbridge and Craigavon Borough Council, and Mid Ulster District Council each accounted for 10%.

The most notable change was that Armagh City, Banbridge and Craigavon Borough Council no longer held the highest % of heating installations. Instead, Belfast City Council saw the largest increase, rising by 8%, while both Ards and North Down Borough Council and Derry City and Strabane District Council each recorded a 4% increase.

Armagh City, Banbridge and Craigavon Borough Council experienced the most significant decrease, falling by 6% compared to the previous year, followed by Antrim and Newtownabbey Borough Council, which saw a 5% reduction.

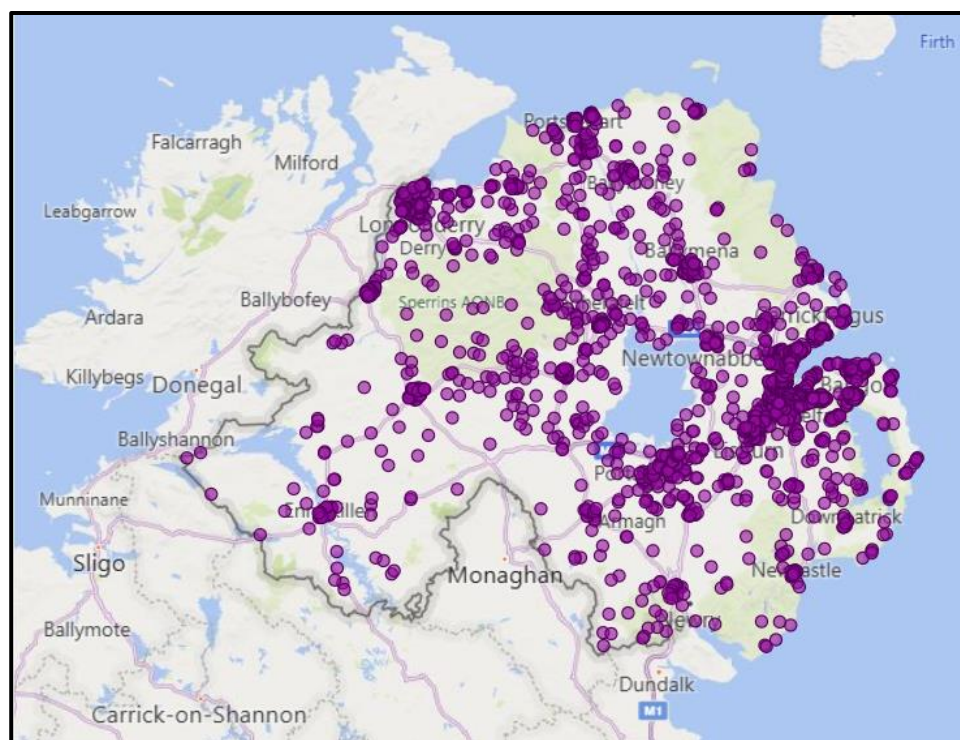
For the remaining councils, the distribution of heating measures was as follows: Fermanagh and Omagh District Council accounted for 8%; Antrim and Newtownabbey Borough Council accounted for 7%; Lisburn and Castlereagh City Council accounted for 5%; Mid and East Antrim Borough Council accounted for 4%; and both Causeway Coast and Glens Borough Council, and Newry, Mourne and Down District Council accounted for 3% each.

Insulation installations

As in 2022/23, there were less significant variations in 2023/24 to the proportion of insulation measures across council areas. Belfast City Council continued to record the highest proportion of NISEP insulation measures at 20%, followed by Derry City and Strabane District Council at 13% and Causeway Coast and Glens Borough Council at 12%.

Among the remaining councils, the distribution of insulation measures was as follows: Antrim and Newtownabbey Borough Council at 9%; Ards and North Down Borough Council, and Armagh City, Banbridge and Craigavon Borough Council each at 8% each; Mid and East Antrim Borough Council at 7%; Lisburn and Castlereagh City Council, and Mid Ulster District Council accounted at 6% each; while Newry, Mourne and Down District Council, and Fermanagh and Omagh District Council at 5% each. Fermanagh and Omagh District Council continued to have the lowest proportion, as in 2022/23, though this represents an increase from 3% the previous year.

Map 9.2 NISEP installations across Northern Ireland



10. Conclusions

25 schemes were approved in 2023/24, across 11 Primary Bidders. However, two of these Primary Bidders, each withdrew two schemes, with one bidder withdrawing from 2023-25 NISEP entirely. One scheme also could not proceed. Therefore 20 schemes proceeded in 2023/24. Where there was funding returned during the NISEP year, this was redistributed to other, more successful schemes to maximise in year spend and associated energy savings.

At year end, the total NISEP spend on 2023/24 schemes was **£7,475,977**, approximately £871k lower than the previous year. However, the higher spend in 2022/23 was primarily due to a significant underspend carried forward from the preceding year, which should be considered when comparing year-on-year figures. It is also important to highlight the significant increase in spend and participation in the Non-Priority Non-Domestic/Commercial scheme category during 2023/24, as this represents a positive development.

Financial expenditure and committed funds continued to be monitored through interim reporting at the 5 and 8 month stages. This process enabled the reallocation of funds between schemes where appropriate, supporting responsive programme delivery and helping to mitigate underspend at year end.

At the end of the 2023/24 period, there was an underspend of approximately £380k, an increase compared to the previous year. However, over half of this (£200k) was linked to a single air source heat pump scheme that did not proceed due to delays in establishing the external monitoring system and finalising requirements with the Primary Bidder. These delays were outside the Primary Bidder's control, and the unspent funds were carried forward into 2024/25. Excluding this scheme, the remaining underspend was £180k, lower than the previous year's figure.

Rising delivery costs, including labour, materials, and overheads, continued to affect installation rates. There was a reduction in the number of scheme variations submitted in 2023/24 compared to the previous year, particularly those related to cost increases. This suggests that costs were beginning to stabilise following the significant global disruptions caused by COVID-19 and the War in Ukraine, which had led to substantial cost increases over the preceding two to three years. NISEP has considered no longer permitting in-year scheme variations for cost uplifts which has been implemented for the 2025/27 programme.

The ongoing cost of living crisis also contributed to reduced uptake of partially funded measures, particularly heating system upgrades. In response, the grant levels available

under customer contribution schemes have been increased for the 2025/27 programme to help encourage greater participation in future years.

Overall lifetime energy and carbon savings reduced, primarily due to lower NISEP spend in 2023/24 compared to 2022/23, resulting in fewer installations. Furthermore, the ongoing decarbonisation of the Irish electricity grid lowers the energy savings of all measures. Despite this, gross customer benefit increased, driven largely by an exceptional rise in fuel prices due to global political and economic disruptions, significantly increasing the value of energy savings across all schemes.

Overall, a total of **14,445** measures were installed in 2023/24, representing a decrease of 4,610 compared to the previous year. This reduction was largely due to a drop in the number of LED installations under the Non-Priority Non-Domestic/Commercial scheme, which accounted for nearly 4,000 of the difference. There was also a reduction in heating and insulation measures, primarily due to lower overall NISEP spend in 2023/24 compared to 2022/23.

While the overall proportion of cavity wall insulation extraction and refill jobs across all Priority schemes remained broadly similar to the previous NISEP year, some Individual schemes recorded notably higher levels. As these installations typically involve higher average costs, this would have also impacted outturn figures. Based on this overall trend and feedback from Primary Bidders, the current 30% cap on cavity wall insulation extraction and refill has been revised for future NISEP years to better align with demand.

As the 2023/24 schemes vary in their offerings, with some including additional measures and others not, there is an opportunity to improve consistency, enhance the customer experience, and encourage greater uptake to maximise energy savings and gross customer benefit. To support this, NISEP has defined a standard package of measures to be offered in future years. This may include items such as LEDs, hot water tank jackets, and draught proofing and will focus particularly on Priority Whole House Solution and Individual Measure schemes, where the greatest variation currently exists.

Another key point to highlight is that the introduction of 0% VAT by HMRC on energy efficiency measures in Northern Ireland from May 2023 meant lower installation costs and enables NISEP funding to go further.

The gross customer benefit total translates as one pound of NISEP funding provided this year, providing **£3.24** of Net Present Value lifetime benefits.

Priority Schemes

In 2023/24, **81%** of NISEP funding was spent in the Priority category, closely aligning with the original allocation, and significantly less to 86% in the previous year. This change was driven by a significantly higher spend in the Non-Priority Conventional Non-Domestic/Commercial category compared to previous years.

In total, there were **8,768**, energy efficiency installations. This is 1,138 less measures than in the previous year, which is as a result of a reduction in LEDs (by 357), reduction in cavity wall and loft insulation measures (by 411), reduction in heating installations (by 271) and a reduction in smart heating control installations (by 155), in Domestic properties.

Several key factors influenced the number of Priority Domestic measure installations in 2023/24. Notably, there was a reduction in NISEP funding of £1.1 million spent by Domestic schemes. In addition, rising delivery costs, including labour, raw materials, and overheads, continued to impact installation rates and the cost of living crisis has also contributed to a decline in customer uptake of partially funded measures.

Whole House Solution schemes must be designed to maximise the number of measures installed per household. Insulation must be installed where required, unless there are clearly documented exceptional circumstances. NISEP continues to emphasise the importance of insulation in improving energy efficiency. Uptake of cavity wall and loft insulation within the Whole House category remained steady at 11%, consistent with the previous year. However, the overall proportion of properties receiving either measure fell from 53% to 39%, indicating a shift toward heating-only installations. According to Primary Bidders, insulation was not installed in some cases because it was either already present and met current standards or the property was unsuitable for the measure. Therefore, the reduction does not reflect a lack of intent to deliver full packages of measures, but rather the characteristics of the properties assessed, deemed eligible, and availing of funding.

The Priority category represented approximately **74%** of the total energy savings, a decrease from the previous year. This reduction is primarily attributed to lower NISEP spend in this category in 2023/24 and fewer measures installed. However, gross customer benefit increased, largely driven by a significant surge in fuel prices.

Non-Priority schemes

A higher proportion of funding was spent in this category in comparison to the previous year, primarily due to a substantial rise in spend on the Non-Domestic/Commercial scheme.

In total, Non-Priority Conventional schemes delivered **5,464** measures across **239** Domestic properties and supported **81** Non-Domestic/Commercial projects. While the number of projects supported continued to rise in 2023/24, the total number of measures installed reduced compared to the previous year's total of 9,025. This reduction is primarily due to a reduction in LED installations (from 8,655 to 5,052), most of which occurred within the Non-Domestic/Commercial scheme. However, this shift was offset by the introduction of other technologies in the Non-Domestic/Commercial scheme, most notably solar PV installations.

As a result, the Non-Priority category accounted for **25%** of the overall energy savings in 2023/24, a notable increase from the previous year. This was driven by increased NISEP spend and greater scheme uptake, resulting in increased energy and carbon savings, as well as a rise in gross customer benefit. Although fewer individual measures were installed, technologies such as Solar PV systems, delivered significantly higher savings. Rising fuel prices, influenced by global political and economic factors, further enhanced the value of these savings. The increased spend and participation in this category during 2023/24 is a positive development.

Innovative schemes

In 2023/24, the Innovative category saw one fewer scheme proceed due to the withdrawal of the air source heat pump scheme that had operated the previous year. As a result, no heat pumps were installed, which impacted overall outturn figures. However, the same two Innovative schemes from 2022/23 continued to operate during 2023/24.

Despite a slight reduction in NISEP spend in this category, the total number of measures installed increased from 124 to **213**, primarily due to a change in the types of measures installed. While the number of loft and cavity wall insulation installations remained relatively stable, there was a notable increase in heating system replacements and solid wall insulation measures, compared to the previous year.

The Innovative category accounted for **2%** of total energy savings, an increase of 1% from 2022/23. However, overall energy and carbon savings reduced in this category due to there being no air source heat pump installations. Although other heating replacements increased, heat pumps typically deliver significantly higher energy and carbon savings, which explains the reduction despite the higher number of measures.

Gross customer benefit rose significantly, largely driven by rising fuel prices influenced by global political and economic factors.

While no renewable technologies were installed under this category in 2023/24, the continued uptake demonstrates growing interest in innovative solutions. NISEP remains committed to supporting the inclusion of Innovative schemes in line with ongoing developments in Northern Ireland's energy sector and the broader decarbonisation agenda.

Geographical Spread

Primary Bidders are expected to conduct targeted and inclusive marketing campaigns to encourage a high level of scheme uptake across all regions of Northern Ireland (where applicable), ensuring that funding and benefits from the programme are equitably distributed and accessible to communities in both urban and rural areas. Where applicable, marketing efforts should focus on achieving a good geographical spread to

avoid concentration in any single area and to maximise the impact of the NISEP schemes throughout Northern Ireland.

NISEP recognises that this can be challenging in cases where schemes have waiting lists and further promotion may risk disappointing customers. However, Primary Bidders are still expected to plan and deliver marketing strategies that support equitable access and regional balance. NISEP continues to monitor this closely and regularly reinforces these expectations. Compliance is required, and Primary Bidders must demonstrate that their approach aligns with the programme's objectives.

Overall, there continues to be a fairly balanced distribution of measures across most council areas. Belfast City Council continues to record the highest proportion at 22%, up from 15% the previous year, marking the most significant increase. In contrast, Armagh City, Banbridge and Craigavon Borough Council, at 8%, experienced the largest decrease, down by 4%.

Belfast City Council recorded the highest proportion of both heating (20%) and insulation (20%) installations under NISEP. Derry City and Strabane District Council followed closely in both categories. While Belfast City Council saw the largest increase in heating installations (up 8%), Armagh City, Banbridge and Craigavon Borough Council experienced the most notable reduction (down 6%). Causeway Coast and Glens Borough Council and Newry, Mourne and Down District Council (both at 3%) continue to have the lowest proportion of heating measures.

Insulation distribution remained relatively stable across council areas, with only minor year-on-year changes.

11. Glossary

Air source heat pump (ASHP) – A low-carbon heating system that extracts heat from the outside air and transfers it indoors. It can provide heating and hot water efficiently, even in cold climates.

Carbon savings – The reduction in carbon dioxide (CO₂) emissions achieved by implementing energy efficiency or renewable energy measures.

Climate Change (Northern Ireland) Act 2022 – Act that sets a legally binding target for net-zero greenhouse gas emissions by 2050, with interim goals, carbon budgets, and sectoral plans to ensure a fair and sustainable transition across all sectors.

CO₂e saved (carbon dioxide equivalent saved) – A metric that expresses the total greenhouse gas emissions reduced, converted into the equivalent amount of CO₂. It includes gases like methane and nitrous oxide.

Cost effectiveness – Under NISEP, cost effectiveness means achieving the greatest possible energy savings for each pound of NISEP funding spent, measured in pence per kilowatt-hour (p/kWh) over the lifetime of the installed measures, where a lower value indicates greater cost-effectiveness.

Decarbonisation of the Irish electricity grid – Transition from fossil fuels to renewable energy sources, like wind and solar, aiming for 70% renewables by 2030, phasing out coal and peat, and modernising infrastructure to support a net-zero emissions future.

Energy efficiency – Using less energy to provide the same level of energy service. For example, insulating a home allows a building to use less heating and cooling energy to achieve and maintain a comfortable temperature. Another example would be installing energy saving light bulbs instead of incandescent lights to attain the same level of illumination. Efficient energy use is achieved primarily by means of a more efficient technology or process rather than by changes in individual behaviour.

Fuel poverty – A customer is said to be in fuel poverty or is deemed as ‘fuel poor’ if they need to spend more than 10% of their weekly income on energy in order to obtain an acceptable level of warmth.

GWh lifetime energy savings – The total amount of energy (in gigawatt-hours) expected to be saved over the full operational life of an energy efficiency measure or project.

Individual Measures scheme – A scheme that typically offers loft and cavity wall insulation only, rather than a Whole House Solution package, aimed at improving energy performance.

Innovative schemes – Schemes which help to bring forward emerging but proven Domestic or Non-Domestic/Commercial technologies that provide a better energy efficiency performance than 'standard' measures. Research and/or demonstration projects are not permitted under NISEP.

Lifetime gross customer benefit – The total financial savings a customer is expected to receive over the lifetime of an energy-saving measure, before accounting for any costs or subsidies.

Light Emitting Diodes (LEDs) – A cost-effective option for most general lighting requirements. LEDs are available to fit most fittings and are particularly good for replacing spotlights and dimmable lights, they are more efficient than CFLs and will save customers more money in the long term.

LPG (Liquefied Petroleum Gas) – A type of fuel used for heating and cooking, especially in off-grid areas. It is a fossil fuel but can be more efficient than other off-grid options like oil.

Non-Priority Conventional customer – An identified Non-Priority Domestic or Non-Domestic/Commercial customer group who are not deemed as Priority generally because they have the means to pay for the energy saving measures from within their own budget.

Non-Priority Non-Domestic/Commercial customers – Any Non-Domestic premise except for fully funded public buildings (e.g. Government department buildings).

Outturn – The actual results or performance data of a scheme or project, as opposed to projected or estimated figures. Often used in reporting to compare expected vs. actual outcomes.

Photovoltaic (solar PV) measure – A renewable energy solution that uses solar panels to convert sunlight into electricity, reducing reliance on fossil fuels and lowering carbon emissions.

Primary Bidder – Is an organisation that is registered and approved to deliver energy-saving or renewable energy schemes in line with NISEP's Framework Document. Primary Bidders are responsible for designing, managing, and reporting on schemes, and they may work with subcontractors to deliver services.

Priority Domestic customers – This is an identified Domestic customer group within the energy consumer sector. They are deemed as Priority because they will benefit most from targeted energy efficiency, renewable energy and heating system measures. They are vulnerable based on income and their ability to pay for energy particularly during cold periods.

Public service obligation – A public service obligation (PSO) is a levy which is charged at a flat rate on all units of electricity demand and therefore paid by all electricity customers. The PSO levy is composed of several different components one of which is a charge for the NISEP.

Renewable technologies – Generally, technologies which produce energy without consuming or depleting a fuel, deliver heat/power by extracting energy from the environment and which are driven from sources which can be replenished. Examples appropriate to buildings would be wind turbines, air source heat pumps, hydro-electric plants, biomass boilers or solar panels for heat or electricity (PV).

Total lifetime energy savings – The cumulative energy savings (in kWh or GWh) achieved by a measure or programme over its lifetime.

Variable speed technology – A feature in motors, pumps, or compressors that allows them to adjust their speed based on demand, improving energy efficiency and reducing wear.

Vulnerability matrix – A tool designed to assist Primary Bidders in scoring vulnerable customers to help ensure funding is directed to those most in need. It is used when schemes are oversubscribed and have a waiting list.

Whole House Solution scheme – A scheme that upgrades a home's heating system to a lower-carbon option (if available) and includes a full package of measures like insulation, smart heating controls, and other energy-saving improvements.

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Appendices



Appendix A List of schemes

Northern Ireland Sustainable Energy Programme

Schemes running from April 2023 to March 2024

1. Priority¹ (Low-income Households) – Whole House Solution

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Make It Cosy	<p>Heat and insulation measures:</p> <ul style="list-style-type: none"> ▪ Fully funded natural gas central heating system if on the gas network or oil central heating system where gas is not available * ▪ Fully funded Cavity Wall Insulation and/or Loft Insulation ▪ Fully Funded Water Widget; remote smart heating controls <p>* Customers with existing Electric heating can only convert to another form of electric heating, an option available under this scheme.</p>	<p>Low-income households with no central heating, solid fuel heating or an old oil, gas, or LPG heating system (where the boiler must be over 15 years or broken beyond viable economic repair).</p> <p>Must be a homeowner.</p> <p>Income criteria:</p> <ul style="list-style-type: none"> ▪ Single person household with income / pension less than £28,000 gross OR ▪ Couple / Single parent family with an income / pension less than £35,000 gross 	<p>Energystore Ltd</p> <p>Apply to: Energystore Ltd</p> <p>Tel: 028 9692 3350 or</p> <p>Email: nisepenquiry@energystoreltd.com</p> <p>Available throughout Northern Ireland</p>

¹ Priority schemes, both Whole House and Individual Measures, are aimed at low-income households. Each of the Priority schemes has its own set of vulnerability criteria/income thresholds to identify qualifying households. In general, NISEP schemes are targeted at households who do not qualify for assistance from government schemes such as Affordable Warmth. Please note, where demand is higher than funding available in Priority schemes, a vulnerability matrix may be used to prioritise applicants. Customers in 'off gas' areas with no existing central heating (where a solid fuel fire or electric room heater is used as the primary heat source), can only convert to other forms of electric heating.

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Energy Plus Provincewide	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> • Fully Funded natural gas central heating system if on the gas network or oil central heating system where gas is not available* • Fully Funded Cavity Wall Insulation and/or Loft Insulation • Fully Funded LED light bulbs; remote smart heating controls; water widge; reflective radiator panels; hot water tank jacket <p>* Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP.</p>	<p>Low-income households with no central heating, solid fuel heating, or an old oil, gas or LPG heating system (where the boiler must be over 15 years or broken beyond viable economic repair).</p> <p>Must be a homeowner.</p> <p>Income criteria:</p> <ul style="list-style-type: none"> ▪ Single person household with income / pension less than £28,000 gross OR ▪ Couple / Single parent family with an income / pension less than £35,000 gross 	<p>Fusion Heating Ltd</p> <p>Apply to: Fusion Heating Ltd</p> <p>Tel: 028 9044 9499 or</p> <p>Email:</p> <p>Nisep.applications@fusionheating.co.uk</p> <p>Available throughout Northern Ireland</p>
Housing Association Energy Saver	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> ▪ Grant of £1000 off a natural gas central heating system if on the gas network or oil central heating system where gas is not available* ▪ Grant of £200 off Cavity Wall Insulation and/or Loft Insulation ▪ Fully Funded LED light bulbs <p>* Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP.</p>	<p>Housing Association properties with solid fuel central heating, or an old oil, gas or LPG heating system (where the boiler must be over 15 years).</p> <p>Income criteria:</p> <ul style="list-style-type: none"> ▪ Single person household with income / pension less than £28,000 gross OR ▪ Couple / Single parent family with an income / pension less than £35,000 gross 	<p>Fusion Heating Ltd</p> <p>Housing Association will be responsible for selecting properties and funding remainder of cost.</p>

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Home Comfort Plus Scheme (Firmus Ten Towns Network Only)	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> ▪ Fully Funded natural gas central heating system* ▪ Fully Funded Cavity Wall insulation and/or Loft Insulation ▪ Fully Funded LED light bulbs; remote smart heating controls; water widge <p>* Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP.</p>	<p>Low-income households within the firmus energy License area with no central heating, solid fuel heating or an old oil or LPG heating system (where the boiler must be over 15 years or broken beyond viable economic repair).</p> <p>Must be a homeowner.</p> <p>Income Criteria:</p> <ul style="list-style-type: none"> ▪ Single person household with income/pension less than £28,000 gross ▪ Couple / Single parent family with an income/pension less than £35,000 gross 	<p>firmus energy</p> <p>Apply to: Oonagh McMullan</p> <p>Tel: 07973 893488 or</p> <p>Email: nisep.applications@firmusenergy.co.uk</p> <p>Available in the firmus energy license area only</p>
Home Comfort 50/50 Scheme (Firmus Ten Towns Network only)	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> ▪ Grant of 50% off a natural gas central heating system *Fully Funded Cavity Wall insulation and/or Loft Insulation ▪ Fully Funded LED light bulbs; remote smart heating controls; water widge <p>* Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP.</p>	<p>Low-income households within the firmus energy License area with no central heating, solid fuel heating or an old Oil or LPG heating system (where the boiler must be over 15 years or broken beyond viable economic repair).</p> <p>Must be a homeowner or private tenant.</p> <p>Income Criteria:</p> <ul style="list-style-type: none"> ▪ Single person household with income/pension less than £35,000 gross ▪ Couple / Single parent family with an income/pension less than £40,000 gross 	<p>firmus energy</p> <p>Apply to: Oonagh McMullan</p> <p>Tel: 07973 893488 or</p> <p>Email: nisep.applications@firmusenergy.co.uk</p> <p>Available in the firmus energy license area only</p>
Warm at Home Plus	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> ▪ Fully Funded natural gas central heating system* ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation 	<p>Low-income households within the SGN Natural Gas License area with no central heating, solid fuel heating or an old oil or LPG heating system (where the boiler</p>	<p>SGN Natural Gas</p> <p>Apply to: SGN Natural Gas</p>

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
	<ul style="list-style-type: none"> ▪ Fully Funded LED light bulbs; remote smart heating controls; hot water tank jacket; water widge; chimney draught excluder. <p>* Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP.</p>	<p>must be over 15 years or broken beyond viable economic repair).</p> <p>Must be homeowner.</p> <p>Income criteria:</p> <ul style="list-style-type: none"> ▪ Single person household with income / pension less than £28,000 gross OR ▪ Couple / Single parent family with an income / pension less than £35,000 gross 	<p>Tel: Customer Service 0800 975 7774</p> <p>or</p> <p>Email: info@sgnnaturalgas.co.uk</p> <p>Available in the SGN Natural Gas License area only</p>
Warm at Home Cashback	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> ▪ Grant of 50% off a natural gas central heating system* ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation. ▪ Fully Funded LED light bulbs; remote smart heating controls; hot water tank jacket; water widge; chimney draught excluder. <p>* Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP.</p>	<p>Low-income households within the SGN Natural Gas License area with no central heating, solid fuel heating or an old oil or LPG heating system (where the boiler must be over 15 years or broken beyond viable economic repair).</p> <p>Must be a homeowner or private tenant.</p> <p>Income Criteria:</p> <ul style="list-style-type: none"> ▪ Single person household with income/pension less than £35,000 gross ▪ Couple / Single parent family with an income/pension less than £40,000 gross 	<p>SGN Natural Gas</p> <p>Apply to: SGN Natural Gas</p> <p>Tel: Customer Service 0800 975 7774</p> <p>or</p> <p>Email: info@sgnnaturalgas.co.uk</p> <p>Available in the SGN Natural Gas License area only</p>
Efficiency Plus – Fully Funded	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> ▪ Fully Funded natural gas central heating system* ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation. ▪ Fully Funded LED light bulbs; remote smart heating controls; reflective radiator panels; water widge; hot water tank jacket 	<p>Low-income households within the Phoenix Natural Gas License area with no central heating, solid fuel heating or an old oil or LPG heating system (where the boiler must be over 15 years or broken beyond viable economic repair).</p> <p>Must be a homeowner.</p> <p>Income criteria:</p>	<p>Phoenix Natural Gas</p> <p>Apply to: Phoenix Natural Gas, John Graham</p> <p>Tel: 028 9055 5576 or</p> <p>Email: NISEP@phoenixnaturalgas.com</p>

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
	<p>* Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP.</p>	<ul style="list-style-type: none"> Single person household with income / pension less than £28,000 gross OR Couple / Single parent family with an income / pension less than £35,000 gross 	<p>Available in the Phoenix Natural Gas License area only</p>
Efficiency Plus 50/50	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> Grant of 50% off a natural gas central heating system* Fully Funded Cavity Wall Insulation and/or Loft Insulation Fully Funded LED light bulbs; remote smart heating controls; reflective radiator panels; water widget; hot water tank jacket <p>*Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP.</p>	<p>Low-income households within the Phoenix Natural Gas License area with no central heating, solid fuel heating or an old oil or LPG heating system (where the boiler must be over 15 years or broken beyond viable economic repair).</p> <p>Must be homeowner or private tenant.</p> <p>Income criteria:</p> <ul style="list-style-type: none"> Single person household income / pension less than £35,000 gross OR Couple / Single parent family with an income / pension less than £40,000 gross 	<p>Phoenix Natural Gas</p> <p>Apply to: Phoenix Natural Gas, John Graham</p> <p>Tel: 028 9055 5576 or</p> <p>Email: NISEP@phoenixnaturalgas.com</p> <p>Available in the Phoenix Natural Gas License area only</p>
Toasty Homes Plus Scheme	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> Fully Funded natural gas central heating system if on the gas network or oil central heating system where gas is not available* Fully Funded Cavity Wall Insulation and/or Loft Insulation. Fully Funded LED light bulbs; remote smart heating controls; water widget 	<p>Low-income households with no central heating, solid fuel heating or an old oil, gas or LPG heating system (where the boiler must be over 15 years or broken beyond viable economic repair).</p> <p>Must be homeowner.</p> <p>Income criteria:</p> <ul style="list-style-type: none"> Single person household with income / pension less than £28,000 gross OR Couple / Single parent family with an income / pension of less than £35,000 	<p>McGaffin Mechanical Ltd</p> <p>Apply to: McGaffin Mechanical Ltd</p> <p>Tel: 028 9099 6747 or</p> <p>Email: info@mcgaffinmechanical.com</p> <p>Available throughout Northern Ireland</p>

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
	<p>* Customers with existing Electric heating can only convert to another form of electric heating, which is available under this scheme.</p>	gross	
Toasty Homes 50/50	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> ▪ Grant of 50% off a natural gas central heating system if on the gas network or oil central heating system where gas is not available* ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation. ▪ Fully Funded LED light bulbs; remote smart heating controls; water widge <p>* Customers with existing Electric heating can only convert to another form of electric heating, which is available under this scheme.</p>	<p>Low-income households with no central heating, solid fuel heating, or an old oil, gas or LPG heating system (where the boiler must be over 15 years or broken beyond viable economic repair).</p> <p>Must be homeowner or private tenant.</p> <p>Income criteria:</p> <ul style="list-style-type: none"> ▪ Single person household with income / pension less than £35,000 gross OR ▪ Couple / Single parent family with an income / pension of less than £40,000 gross 	<p>McGaffin Mechanical Ltd</p> <p>Apply to: McGaffin Mechanical Ltd</p> <p>Tel: 028 9099 6747 or</p> <p>Email: info@mcgaffinmechanical.com</p> <p>Available throughout Northern Ireland</p>
Better Energy Homes Plus	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> ▪ Fully funded natural gas central heating system if on the gas network or oil central heating system where gas is not available* ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation. ▪ Fully Funded LED light bulbs; hot water tank jacket <p>* Customers with existing Electric heating can only convert to another form of electric heating, which is available under this scheme.</p>	<p>Low-income households with no central heating, solid fuel heating or an old oil, gas or LPG heating system (where the boiler must be over 15 years or broken beyond viable economic repair).</p> <p>Must be homeowner.</p> <p>Income criteria:</p> <ul style="list-style-type: none"> ▪ Single person household with income / pension less than £28,000 gross OR ▪ Couple / Single parent family with an income / pension of less than £35,000 	<p>O'Kane Plumbing & Electrics Ltd</p> <p>Apply to: O'Kane Plumbing & Electrics Ltd, Brian McCullagh</p> <p>Tel: 028 8675 1049 or</p> <p>Email: brian.mccullagh@okpe.co.uk</p> <p>Available throughout Northern Ireland</p>

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
		gross	
Better Energy Homes Cashback	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> ▪ Grant of 50% off natural gas central heating system if on the gas network or oil central heating system where gas is not available* ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation. ▪ Fully Funded LED light bulbs; hot water tank jacket <p>* Customers with existing Electric heating can only convert to another form of electric heating, which is available under this scheme.</p>	<p>Low-income households with no central heating, solid fuel heating or an old oil, gas or LPG heating system (where the boiler must be over 15 years or broken beyond viable economic repair).</p> <p>Must be homeowner or private tenant.</p> <p>Income criteria:</p> <ul style="list-style-type: none"> ▪ Single person household with income / pension less than £35,000 gross OR ▪ Couple / Single parent family with an income / pension of less than £40,000 gross 	<p>O’Kane Plumbing & Electrics Ltd</p> <p>Apply to: O’Kane Plumbing & Electrics Ltd, Brian McCullagh</p> <p>Tel: 028 8675 1049 or</p> <p>Email: brian.mccullagh@okpe.co.uk</p> <p>Available throughout Northern Ireland</p>

2. Priority (Low-income Households) – Whole House Solutions – Electric Only

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Efficiency Plus Heat Pump	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> ▪ Fully Funded Air Source Heat Pump (ASHP) with heating controls ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation ▪ Fully Funded LED light bulbs; water widge; reflective radiator panels; hot water tank jacket <p>*For full eligibility criteria please contact the scheme manager.</p>	<p>Low-income households suitable* for an ASHP install (no existing gas connection), with no central heating, solid fuel heating, non-ERP Compliant electric storage heaters or an old oil or LPG heating system (where the boiler must be over 15 years or broken beyond viable economic repair).</p> <p>Must be a homeowner. Income criteria:</p> <ul style="list-style-type: none"> ▪ Single person household with income / pension less than £28,000 gross <p>OR</p> <ul style="list-style-type: none"> ▪ Couple / Single parent family with an income/pension of less than £35,000 gross 	<p>Phoenix Natural Gas</p> <p>Apply to: Phoenix Natural Gas, John Graham</p> <p>Tel: 028 9055 5576</p> <p>Email: NISEP@phoenixnaturalgas.com</p> <p>Available throughout Northern Ireland</p>

3. Priority (Low-income Households) – Individual Measures

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Keep Warm	Insulation measures: <ul style="list-style-type: none"> ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation ▪ Fully Funded LED light bulbs; hot water tank jacket 	Low-income households. Must be a homeowner. Income criteria: <ul style="list-style-type: none"> ▪ Single person household with income / pension of less than £28,000 gross ▪ Couple / Single parent family with an income / pension of less than £35,000 gross 	Workspace Ltd Apply to: Workspace Ltd, Donna Madden Tel: 028 7962 7474 or Email: donna.madden@homesealni.co.uk Available throughout Northern Ireland
Thermal Comfort	Insulation measures: <ul style="list-style-type: none"> ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation ▪ Fully Funded LED light bulbs; hot water tank jacket 	Low-income households. Must be a homeowner. Income criteria: <ul style="list-style-type: none"> ▪ A single person household with income / pension of less than £28,000 gross ▪ Couple / Single parent family with an income / pension of less than £35,000 gross. 	Energystore Ltd Apply to: Energystore Ltd Tel: 02890 301500 or Email: niseopenquiry@energystoreltd.com Available throughout Northern Ireland
Efficiency Plus - Insulation Fully Funded	Insulation measures: <ul style="list-style-type: none"> ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation ▪ Fully Funded LED light bulbs; water widget 	Low-income households. Must be a homeowner. Income criteria: <ul style="list-style-type: none"> ▪ A single person household with income / pension of less than £28,000 gross 	Phoenix Natural Gas Apply to: Phoenix Natural Gas, John Graham Tel: 028 9055 5576 or Email: NISEP@phoenixnaturalgas.com

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
		<ul style="list-style-type: none"> ▪ Couple / Single parent family with an income / pension of less than £35,000 gross 	Available throughout Northern Ireland
Insulate Homes	Insulation measures: <ul style="list-style-type: none"> ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation ▪ Fully Funded LED light bulbs; hot water tank jacket 	Low-income households. Must be a homeowner. <ul style="list-style-type: none"> ▪ A single person household with income / pension of less than £28,000 gross ▪ Couple / Single parent family with an income / pension of less than £35,000 gross 	BlueBuild Insulation Ltd Apply to: BlueBuild Insulation Ltd Tel: 028 9146 8222 or Email: info@bluebuildenergy.com Available throughout Northern Ireland

4. Non-Priority – Domestic

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Efficiency Plus - Insulation Cashback	Insulation measures: <ul style="list-style-type: none"> ▪ Grant of 1/3 towards the cost of Cavity Wall Insulation and/or Loft Insulation (up to £500 maximum grant available per insulation measure) ▪ Fully Funded LED light bulbs; water widget 	Households that do not qualify for a priority scheme. Must be a homeowner or private tenant.	Phoenix Natural Gas Apply to: Phoenix Natural Gas, John Graham Tel: 028 9055 5576 or Email: NISEP@phoenixnaturalgas.com Available throughout Northern Ireland
Keep Warm Discount Scheme	Insulation measures: <ul style="list-style-type: none"> ▪ Grant of 1/3 towards the cost of Cavity Wall Insulation and/or Loft Insulation (up to £500 maximum grant available per insulation measure) ▪ Grant of 1/3 towards the cost of hot water tank jacket. ▪ Fully Funded LED light bulbs 	Households that do not qualify for a priority scheme. Must be a homeowner or private tenant.	Workspace Ltd Apply to: Workspace Ltd, Donna Madden Tel: 028 7962 7474 or Email: donna.madden@homesealni.co.uk Available throughout Northern Ireland

Non-Priority - Commercial

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Commercial Energy Saving Scheme	Technology measures: <ul style="list-style-type: none"> ▪ Grant of 20% towards the installation of Boiler Replacement, Induction Hobs, Heat Pumps, Heat Recovery, Infrared Heaters, Intelligent Heating Controls, Air Leak Detection, LED Lighting, Solar PV, Steam or Heated Dryer, Turbo Blower, Variable Speed Technologies, and Voltage Optimisation. 	This scheme is targeted towards all businesses in Northern Ireland.	Power NI Energy Ltd Apply to: Power NI Tel: 0788 0081182 or 0755 1008477 Email: Energysaving@powerni.co.uk

5. Priority & Non-Priority – Innovation

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Housing Association Efficient Electric (Non-Priority)	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> ▪ Grant of 50% off an Air Source Heat Pump installation and grant of 50% off Cavity Wall Insulation and/or Loft Insulation. ▪ Grant of £1200 off Electric High Heat Retention Storage Heaters and grant of £200 for Cavity Wall Insulation and/or Loft Insulation. ▪ Fully Funded LED light bulbs <p>*For full eligibility criteria please contact the scheme manager.</p>	<p>For ASHP - HA properties suitable* for an ASHP install (no existing gas connection), with no central heating, solid fuel heating, non-ERP compliant electric storage heaters or an old oil or LPG heating system (where the boiler must be over 15 years or broken beyond viable economic repair).</p> <p>For Electric High Heat Retention Storage Heaters - HA properties with non-ERP compliant electric storage heaters.</p> <p>Income criteria:</p> <ul style="list-style-type: none"> ▪ Single person household with income / pension less than £28,000 gross OR ▪ Couple / Single parent family with an income / pension of less than £35,000 gross 	<p>Fusion Heating Ltd</p> <p>Housing Association (HA) will be responsible for selecting properties and funding remainder of cost.</p>
Whole House Warmer Homes NI (Priority)	<p>Heating and insulation measures:</p> <ul style="list-style-type: none"> ▪ Fully Funded Solid Wall Insulation (CWI where required) ▪ Fully Funded Loft Insulation ▪ Fully Funded natural gas central heating system if on the gas network or oil central heating system where 	<p>Low-income households, suitable for Solid Wall Insulation.</p> <p>Must be a homeowner.</p> <p>Income criteria:</p>	<p>Airpacks t/a KORE System</p> <p>Apply to: Kore Retrofit Ltd</p> <p>Email: info@koreretrofit.com or</p>

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
	<p>gas is not available or upgrade to high heat retention electric storage heaters if currently on electric heating. *</p> <ul style="list-style-type: none"> ▪ Fully Funded LED light bulb; water widge; hot water tank jacket <p>* Households with no central heating, solid fuel heating, Non-ERP Compliant Electric Storage Heaters, or an old oil, gas, or LPG heating system (where the boiler must be over 15 years or broken beyond viable economic repair). Customers with existing Electric heating can only convert to another form of electric heating, an option available under this scheme.</p>	<ul style="list-style-type: none"> ▪ A single person household with income / pension of less than £28,000 gross ▪ Couple / Single parent family with an income / pension of less than £35,000 gross 	<p>Tel: 02078594292</p> <p>Available throughout Northern Ireland</p>

Appendix B Measure Summary

Table 1.1 Priority Domestic measures installed 2023/24 by scheme

Primary Bidder	Scheme Name	Loft Insulation	CWI (Full Fill)	CWI (Partial Fill)	Reflective Radiator Panels	HWTJ	LEDs	Heating	Smart heating controls	Low-flow / eco showerhead	Total installations	No. of properties
Bluebuild Insulation Ltd	Insulate Homes Scheme	178	117	6	0	2	0	0	0	0	303	262
Energystore Ltd	Make it Cosy	12	9	3	0	1	0	36	17	25	103	36
Energystore Ltd	Thermal Comfort	100	203	278	0	2	0	0	0	0	583	558
SSE Airtricity Energy Services (NI) Ltd	Energy Plus Provincewide	18	2	2	32	31	140	35	17	31	308	35
SSE Airtricity Energy Services (NI) Ltd	Housing Association Energy Saver	37	0	0	0	0	484	156	0	0	677	156
McGaffin Mechanical Ltd	Toasty Homes 50/50	42	6	3	0	0	288	72	19	72	502	72
McGaffin Mechanical Ltd	Toasty Homes Plus	28	3	3	0	0	228	57	22	57	398	57
O'Kane Plumbing & Electrics Ltd	Better Energy Homes Cashback	35	17	6	0	0	224	56	0	0	338	56
O'Kane Plumbing & Electrics Ltd	Better Energy Homes Plus	38	26	14	0	1	500	125	0	0	704	125
Phoenix Energy Group Ltd	Efficiency Plus - Fully Funded	48	16	1	83	0	340	85	84	85	742	85
Phoenix Energy Group Ltd	Efficiency Plus 50/50	55	12	2	79	0	316	79	79	79	701	79
Phoenix Energy Group Ltd	Efficiency Plus - Insulation Fully Funded	80	29	7	0	0	348	0	0	87	551	87
SGN Evolve Network Ltd	Warm at Home Plus	40	2	4	0	0	352	88	82	0	568	88
SGN Evolve Network Ltd	Warm at Home Cashback	6	1	0	0	0	64	16	1	0	88	16
Workspace Ltd	Keep Warm	609	80	147	0	85	1,281	0	0	0	2,202	739
TOTAL		1,326	523	476	194	122	4,565	805	321	436	8,768	2,451

Table 1.2 Non-Priority (Domestic and Non-Domestic/Commercial) measures installed 2023/24 by scheme

Primary Bidder	Scheme Name	Loft Insulation	CWI (Full Fill)	CWI (Partial Fill)	LEDs	Intelligent Heating Controls	Low-flow / eco showerhead	Boiler Replacement	Solar PV	Variable Speed Technologies	Total installations	No. of properties (Domestic/Non-Domestic)
Phoenix Energy Group Ltd	Efficiency Plus – Insulation Cashback	64	37	2	308	0	77	0	0	0	488	77
Workspace Ltd	Keep Warm Discount Scheme	97	40	38	25	0	0	0	0	0	200	162
Power NI Energy Ltd	Commercial Energy Saving Scheme	0	0	0	4,719	13	0	3	32	9	4,776	81
TOTAL		161	77	40	5,052	13	77	3	32	9	5,464	320

Table 1.3 Innovative measures installed 2023/24 by scheme

Primary Bidder	Scheme Name	Loft Insulation	CWI (Full Fill)	CWI (Partial fill)	Solid Wall Insulation	LEDs	Heating	Total Installations	No. of properties
Airpacks Ltd t/a Kore System	Whole House Warmer Homes NI	11	0	0	22	88	12	133	22
SSE Airtricity Energy Services (NI) Ltd	Housing Association Efficient Electric	0	0	0	0	0	80	80	80
TOTAL		11	0	0	22	88	92	213	102

Table 1.4 Priority Whole House Solution (WHS*) uptake 2023/24 by scheme

Primary Bidder	Scheme Name	No. of properties availing of WHS	No. of properties availing of Heating & CWI or LI	No. of properties availing of Heating only	No. of properties
Energystore Ltd	Make it Cosy	2	10	24	36
SSE Airtricity Energy Services (NI) Ltd	Energy Plus Provincewide	4	14	17	35
SSE Airtricity Energy Services (NI) Ltd	Housing Association Energy Saver	0	37	119	156
McGaffin Mechanical Ltd	Toasty Homes Plus	5	24	28	57
McGaffin Mechanical Ltd	Toasty Homes 50/50	8	35	29	72
O'Kane Plumbing & Electrics Ltd	Better Energy Homes Plus	17	44	64	125
O'Kane Plumbing & Electrics Ltd	Better Energy Homes Cashback	21	16	19	56
Phoenix Energy Group Ltd	Efficiency Plus – Fully Funded	12	41	32	85
Phoenix Energy Group Ltd	Efficiency Plus 50/50	12	45	22	79
SGN Evolve Network Ltd	Warm at Home Plus	4	38	46	88
SGN Evolve Network Ltd	Warm at Home Cashback	0	7	9	16
TOTAL		85	311	409	805

*Whole House Solution – Properties that availed of all three measures: Heating, Wall Insulation & Loft Insulation

Table 1.5 Priority Individual Measures uptake 2023/24 by scheme

Primary Bidder	Scheme Name	No. of properties availing of CWI & LI	No. of properties availing of LI only	No. of properties availing of CWI only	No. of properties
Bluebuild Insulation Ltd	Insulate Homes Scheme	39	139	84	262
Energystore Ltd	Thermal Comfort	23	77	458	558
Phoenix Energy Group Ltd	Efficiency Plus – Insulation Fully Funded	29	51	7	87
Workspace Ltd	Keep Warm Scheme	97	512	130	739
TOTAL		188	779	679	1,646

Table 1.6 Non-Priority Conventional (Domestic) – Individual Measures uptake 2023/24 by scheme

Primary Bidder	Scheme Name	No. of properties availing of CWI & LI	No. of properties availing of LI only	No. of properties availing of CWI only	No. of properties
Phoenix Energy Group Ltd	Efficiency Plus – Insulation Cashback	26	38	13	77
Workspace Ltd	Keep Warm Discount Scheme	13	84	65	162
TOTAL		39	122	78	239

Table 1.7 Innovative Whole House Solution (WHS*) uptake 2023/24 by scheme

Primary Bidder	Scheme Name	No. of properties availing of WHS	No. of properties availing of Heating & WI or LI	No. of properties availing of Heating only	No. of properties
Airpacks Ltd t/a Kore System	Whole House Warmer Homes NI	7	5	0	12
SSE Airtricity Energy Services (NI) Ltd	Housing Association Efficient Electric	0	0	80	80
TOTAL		7	5	80	92

Appendix C Customer feedback across schemes *

* Not all schemes provided testimonials

Priority schemes

BBI 23 01 IP – Insulate Homes customer – “Your employees who undertook the loft insulation were wonderful. Each one courteous and respectful of the property. They fulfilled their jobs with diligence and in timely fashion. I would highly recommend this particular service to others.”

FUS 23 01 MP – Energy Plus Provincewide customer – “Excellent attitude from the install team, property left in a clean and tidy condition, controls of new heating system explained, and overall excellent service provided and standard of work.”

SGN 23 01 MP – Warm at Home Plus customer – “Delighted with the switch to natural gas, they’ve described it as “The heating system is easy to use, all teams involved provided excellent service”. They would recommend natural gas to friends and family.”

SGN 23 02 MP – Warm at Home Cashback customer – “Tenant is very happy. Would definitely recommend this service to other landlords and homeowners.”

PNG 23 01 MP – Efficiency Plus – Fully Funded customer – “Very happy, good job done – very professional!”

PNG 23 02 MP – Efficiency Plus 50/50 customer – “Team of workmen were very professional – I am delighted with everything.”

PNG 23 04 IP – Efficiency Plus – Insulation Fully Funded customer – “Refresh NI did a great job insulating the roof space. He was very pleasant and very efficient.”

OKPE 23 01 MP – Better Energy Homes Plus customer – “System just installed but installation was professional, explanation of system was easy to understand. Overall, very good experience.”

OKPE 23 02 MP – Better Energy Homes Cashback customer – “The work was done quickly, efficiently and very friendly staff.”

ESL 23 01 IP – Thermal Comfort customer – “Absolutely excellent. Clean and tidy and notice a big change in the house.”

ESL 23 03 MP – Make it Cosy customer – “Everything was fine and straight forward; the team was brilliant. The scheme was a godsend for me as we couldn't afford to change our boiler, and it saved us.”

MML 23 01 MP – Toasty Homes Plus customer – “I would like to say how pleased we were with the gas heating installation carried out under the Toasty Home Scheme by McGaffin Mechanical. The staff were excellent- friendly, helpful, efficient, tidy and clean. We

couldn't ask for anything more from a team of engineers. We would highly recommend them."

MML 23 02 MP – Toasty Homes 50/50 customer – "Excellent job, professional and hardworking team, impressive to get so much done in one day and everything cleared away, a stress free move from oil to gas! Many thanks."

WORK 23 01 IP – Keep Warm Scheme customer – "Excellent, professional service. Very pleased with result, friendly staff too."

Non-Priority schemes

PNG 23 05 I NP – Efficiency Plus – Insulation Cashback customer – "I recently had cavity wall installed. Special thanks to Refresh who had rang to keep me involved at every step of the process and install date! Thanks again – would recommend to anyone."

WORK 23 02 I NP – Keep Warm Discount Scheme customer – "Very positive feedback for all aspects of the work we had done. Friendly professional staff who explained everything to our satisfaction."

PNI 23 01 ONP – Commercial Energy Saving customer – "The scheme is well managed, and the Power NI staff have been very prompt and efficient with their communication. All very straightforward and helpful."

Innovative schemes

KORE 23 01 IV P – Whole House Warmer Homes NI customer – "Excellent service for everyone, we were always kept informed many thanks."

Appendix D Department for the Economy (DfE) Funding

1. Background

The Climate Change (Northern Ireland) Act 2022 legislated for a 48% reduction in greenhouse gas emissions by 2030 and net zero emissions by 2050. In support of these targets, the Department for the Economy (DfE) is collaborating with other departments to develop a domestic energy efficiency and low carbon heat programme for Northern Ireland. While this programme is under development, the Department identified an opportunity to provide immediate financial assistance to vulnerable households during the ongoing cost-of-living crisis and contribute to the goal of net zero, which also provides the Department with invaluable learning to aid with developing their own programme

To facilitate this, the Utility Regulator (UR) collaborated with DfE, who subsequently approved an additional capital funding allocation of up to £900,000 to the Northern Ireland Sustainable Energy Programme (NISEP) for 2023/24, for Priority Individual Measure (insulation only) schemes to support a fabric first approach. This funding was approved under Article 61(2)(c) and (d) of the Energy (Northern Ireland) Order 2003, following discussions with the UR. The funding was delivered using the existing NISEP Framework Document (2023–2025), with oversight provided by the UR and administration by Energy Saving Trust. Northern Ireland Electricity Networks (NIEN) continued to hold the programme's funds.

The objective of this investment was to install loft and cavity wall insulation in low-income households, helping to reduce energy bills, improve thermal comfort, and mitigate the risk of fuel poverty.

The additional funding supported an existing NISEP scheme to ensure measures were delivered within the timeframe and to avoid lead times associated with the introduction of new programmes. It was expected to have a positive impact on equality of opportunity, particularly for groups most affected by fuel poverty, such as older people, people with disabilities, and those on low incomes.

This investment contributed to multiple strategic outcomes:

- Reduced energy bills for low-income households, both immediately and in the long term.

- Lower household carbon emissions, supporting Northern Ireland's net zero targets.
- Decreased overall energy demand, enhancing energy security.
- Improved housing conditions and lifespan of the existing housing stock.
- Stimulated the local supply chain, supporting economic activity.

By improving the energy efficiency of homes, this initiative aligns with the following Programme for Government outcomes:

- We all enjoy long, health, active lives.
- Our economy is globally competitive, regionally balanced and carbon neutral.
- We live and work sustainably – protecting the environment.

Energy Saving Trust conducted an evaluation of applicable Primary Bidder schemes to assess their eligibility to deliver a Priority Individual Measures (insulation only) scheme. This assessment considered factors such as previous funding performance, audit completion, and current project status. The evaluation findings were submitted to both the UR and DfE. Based on this assessment and subsequent approval by UR and DfE, the additional capital funding was awarded to Energystore Ltd and their Thermal Comfort scheme, on 20 October 2023 to deliver insulation measures under NISEP in 2023/24. The DfE funded scheme was known as Thermal Comfort 2.

2. Scheme outturn

In 2023/24, the Thermal Comfort 2 scheme successfully delivered **514** insulation measures across **469** properties in Northern Ireland, with a total spend of **£899,977**.

The measures included 380 cavity wall insulation installations, 128 loft insulation upgrades, and 6 hot water tank jackets.

In relation to cavity wall insulation, the most common measure implemented during this period was extraction and refill due to higher than usual demand, accounting for 48% of installations. This was followed by partial fill at 32%, and full fill at 21%. In terms of loft insulation, the predominant measure was 100–300mm thickness, representing 72% of all loft insulation installations. Smaller proportions were recorded for 0–300mm (27%) and 200–300mm (2%). Funding was allocated based on the completion of a property survey to determine insulation requirements, and distributed on a first come, first served basis.

The scheme has achieved **44.797 GWh** in lifetime energy savings and a reduction of **3,152 tonnes** in lifetime carbon emissions. The total gross customer benefit is estimated at **£2.69 million**.

Table 2.1 Scheme summary

	2023/24
Primary Bidder	Energystore Ltd
Scheme reference	ESL 23 01 IP DFE
Scheme name	Thermal Comfort 2
DfE funding spent (£)	£899,977
Total lifetime energy savings (GWh)	44.797
Total lifetime carbon saved (tC)	3,152
Total lifetime CO ₂ e saved (tCe)	11,558
Total lifetime gross customer benefits (£)	£2,688,647
Cost effectiveness (p/kWh)	2.009

Table 2.2 Summary of measures installed

Measure	No. of measures
Loft insulation	128
Cavity wall insulation	380
Hot water tank jacket	6
Total number of measures	514
Total number of properties	469

Table 2.3 Insulation breakdown

Cavity wall insulation type	No. of measures	%	Loft insulation type	No. of measures	%
CWI – Extraction and Refill	182	48%	Loft Insulation 0-300mm	34	27%
CWI – Full Fill	78	21%	Loft Insulation 100-300mm	92	72%
CWI – Partial Fill	120	32%	Loft Insulation 200- 300mm	2	2%

3. Geographic spread summary

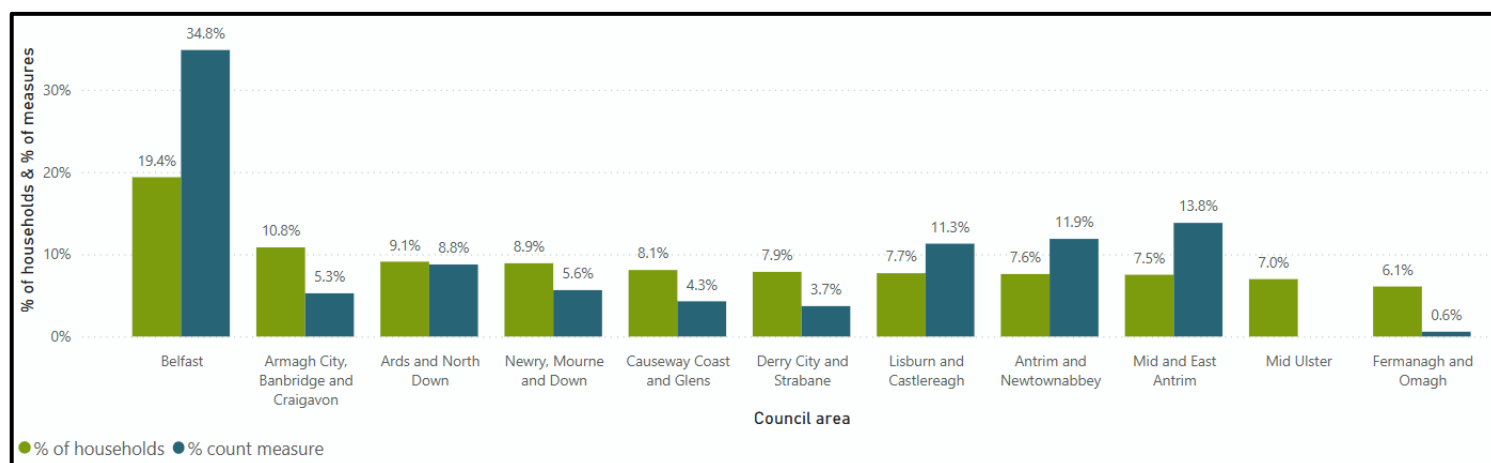
There is a broad geographical spread of measures, with 10 out of the 11 councils receiving installations. However, the distribution of these interventions varies in proportion to the population size of each area.

Bar Chart 3.1 below compares:

- The percentage of DfE-funded interventions per council area (blue bars), and
- The percentage of Northern Ireland households in each council area (green bars).

Both are shown as percentages of the national total. This chart shows that the funding reached most areas across Northern Ireland. However, it also highlights that some councils received a higher or lower proportion of interventions compared to their proportion of the population. This demonstrates that while the spread is wide, the distribution of measures varies across council area.

Chart 3.1 Distribution of measures by council area

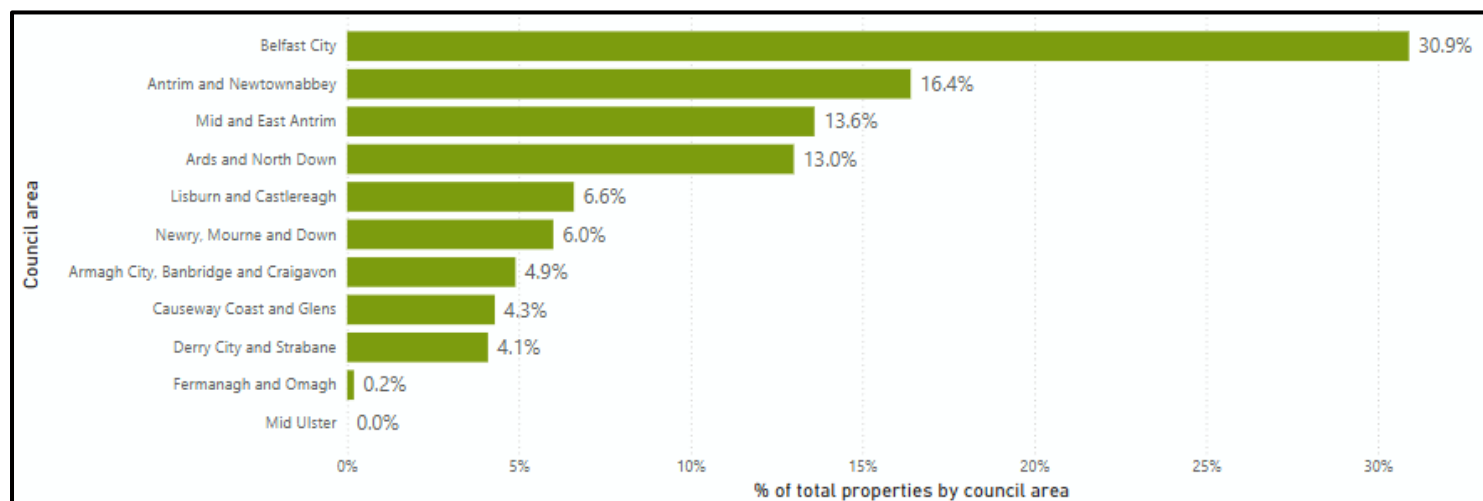


Belfast City Council received a notably higher proportion of interventions (34.8%) compared to its share of the population (19.4%). Similarly, Mid and East Antrim Borough Council, Lisburn and Castlereagh City Council, and Antrim and Newtownabbey Borough Council also received a higher proportion of interventions relative to their population sizes.

In contrast, council areas Armagh City, Banbridge and Craigavon Borough Council, Derry City and Strabane District Council, Newry Mourne and Down District Council, Causeway Coast and Glens Borough Council and Ards and North Down Borough Council received fewer interventions than might be expected based on their population.

Mid Ulster District Council and Fermanagh and Omagh District Council recorded very few or no interventions, which is disappointing. While the overall distribution of funding is broad, the level of installations compared to population in some council areas can be explained by various factors; in particular, DfE funding allocation was agreed mid-year and therefore the Primary Bidder had a maximum of six months to spend this allocation. The Primary Bidder explained that, whilst they made every effort to market the scheme throughout Northern Ireland by undertaking a multi-platform marketing strategy, they were also able to utilise information on where energy efficiency upgrades were required and carried out door to door targeting of these areas. Additionally, NISEP funding is mainly allocated on a first come first served basis. The aim is to ensure that those who are eligible and in need of measures may avail of funding. Densely populated urban areas are easier to target and can aid efficient completion of works in a short timeframe.

Chart 3.2 No. of properties per council area



A total of **469** properties across Northern Ireland benefitted from DfE funding. The distribution shows a broad geographical reach, though with notable variation in uptake across council areas.

Belfast City Council accounted for the largest share, with 30.9% of all funded properties. This was followed by Antrim and Newtownabbey Borough Council (16.4%), Mid and East Antrim Borough Council (13.6%), and Ards and North Down Borough Council (13.0%), all of which had a relatively high proportion of funded properties.

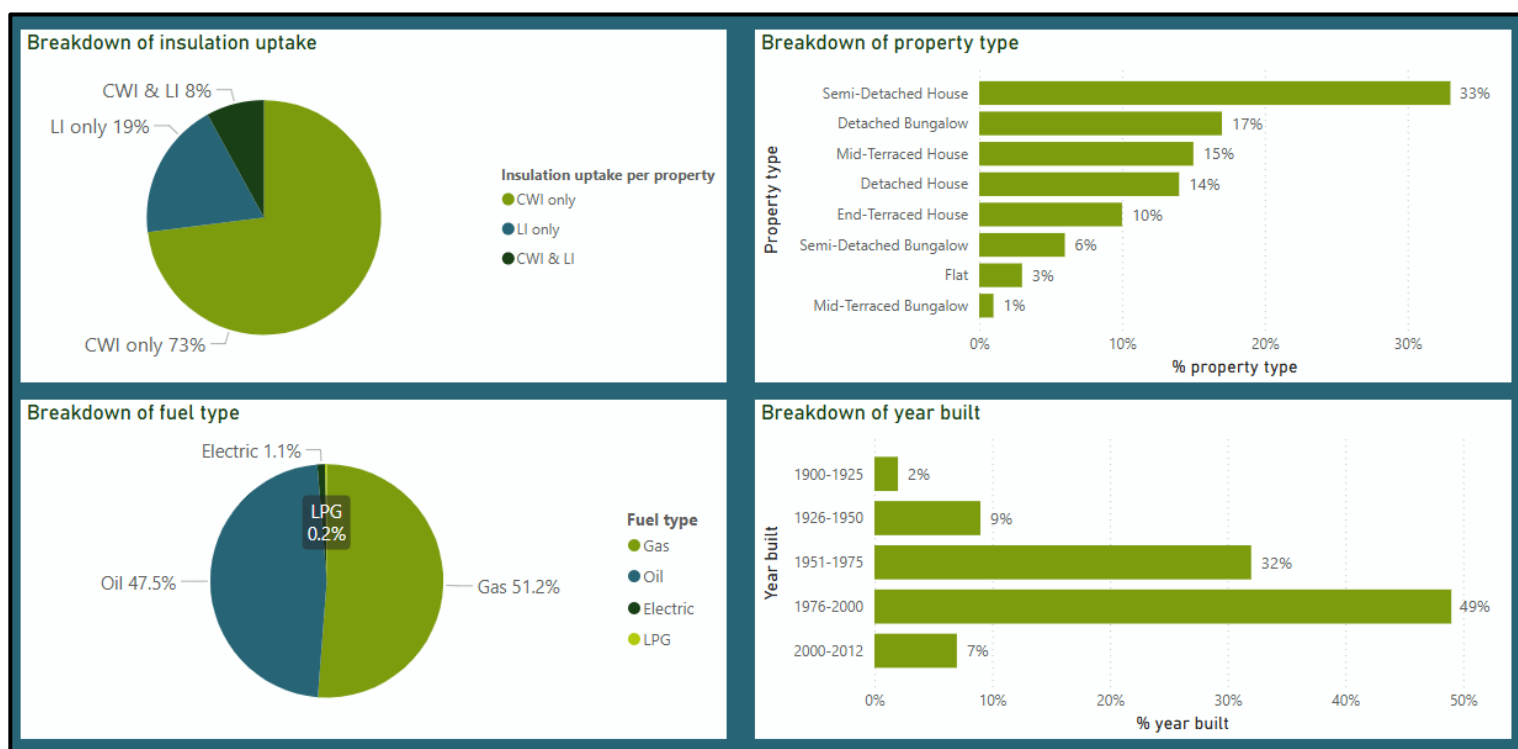
In contrast, several areas had lower levels of uptake. Lisburn and Castlereagh City Council (6.6%), Newry, Mourne and Down District Council (6.0%), and Armagh City, Banbridge and Craigavon Borough Council (4.9%) had moderate proportions, while Causeway Coast and Glens Borough Council (4.3%) and Derry City and Strabane District Council (4.1%) were slightly lower.

Fermanagh and Omagh District Council recorded only 0.2% of funded properties, and Mid Ulster District Council had none.

4. Property summary

Figure 4.1 below provides a comprehensive overview of the characteristics of properties that received insulation measures. Most properties (73%) received cavity wall insulation only, while 19% had loft insulation only, and 8% received both. In terms of property type, semi-detached houses were the most common (33%), followed by detached bungalows (17%) and mid-terraced houses (15%). Fuel type was almost evenly split between gas (51.2%) and oil (47.5%), with very few properties using electricity or LPG as their primary source of heat. The majority of properties were built between 1976–2000 (49%) and 1951–1975 (32%), indicating that the measures were largely targeted at mid to late 20th century homes.

Figure 4.1 Property breakdown by measure, property type, fuel type and year built



5. Customer feedback

Customer testimonials:

"Quick, clean and very efficient, would recommend."

"A great company, would recommend"

"Very good, pleasant staff and straightforward process"

6. Conclusions

The Thermal Comfort 2 scheme (funded by DfE) successfully delivered **514** insulation measures across **469** properties in Northern Ireland. This was achieved within a period of **less than six months**, with a total spend of **£899,977**, just £23 under the funding allocated of £900,000, demonstrating both timely delivery and effective financial management, within a notably short timeframe.

The measures included 380 cavity wall insulation installations, 128 loft insulation upgrades, and 6 hot water tank jackets. In relation to cavity wall insulation, the most common measure was extraction and refill, accounting for 48% of installations, followed by partial fill (32%) and full fill (21%). As extraction and refill is typically a higher-cost intervention, its higher proportion likely influenced the total number of measures that could be delivered within the available funding allocation. Based on this overall trend and feedback from the Primary Bidder, the current 30% cap on cavity wall insulation extraction and refill has been reviewed for future NISEP years to better align with demand.

For loft insulation, the predominant measure was 100–300mm thickness, representing 72% of all loft insulation installations. Smaller proportions were recorded for 0–300mm (27%) and 200–300mm (2%). Most properties received cavity wall insulation only (73%), with a smaller proportion receiving loft insulation only (19%) or both (8%).

The majority of homes were built between 1951 and 2000 and were primarily semi-detached houses or bungalows, using gas (51.2%) or oil (47.5%) as their primary source of heating.

In terms of geographical spread, while the scheme achieved coverage across a wide area, uptake varied, with Belfast City Council accounting for 30.9% of properties, the highest proportion. It is important to highlight that Primary Bidders are expected to conduct targeted and inclusive marketing campaigns to encourage high levels of scheme uptake across all regions of Northern Ireland, which also applied to the DfE funded scheme, aiming to ensure that funding and benefits are equitably distributed and accessible to communities in both urban and rural areas. Marketing efforts should focus on achieving a balanced geographical spread to avoid concentration in any single area and to maximise the impact of NISEP schemes throughout Northern Ireland.

While NISEP actively monitors this aspect and regularly reinforces these expectations, it is important to note that the programme cannot fully control who applies for funding. Even when schemes are marketed across the entire region, uptake may naturally vary as NISEP funding is mainly allocated on a first come first served basis. The aim is to ensure that those who are eligible and in need of measures may avail of funding. Additionally,

densely populated urban areas may be easier to target and can aid efficient completion of works in a short timeframe.

The scheme has achieved **44.797 GWh** in lifetime energy savings and a reduction of **3,152 tonnes** in lifetime carbon emissions. The total gross customer benefit is estimated at £2.69 million. This equates to a return of approximately **£2.99** in lifetime Net Present Value (NPV) benefits for every £1 of DfE funding invested.

These outcomes highlight the scheme's strong return on investment and its significant contribution to improving thermal comfort, reducing household energy costs, and supporting Northern Ireland's carbon reduction goals.

The successful and efficient delivery of the scheme through NISEP demonstrates the effectiveness of this model in reaching Priority customers and achieving measurable energy and carbon savings. NISEP proved to be a highly effective delivery mechanism, providing immediate financial assistance to support vulnerable households during the ongoing cost-of-living crisis. Given the successful delivery of this funding arrangement, UR would be happy to continue to further collaborate with DfE should further funding opportunities arise.