



energy
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Northern Ireland Sustainable Energy Programme

Annual Report 2022/23

Prepared by Energy Saving Trust

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1. Executive Summary

This annual report reviews the performance of the 2022/23 Northern Ireland Sustainable Energy Programme (NISEP) schemes, outlining the measures installed, financial benefits to customers and the energy (GWh) and carbon savings associated.

For 2022/23, 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 **£8,347,248**.

A number of key factors have impacted the rate of heating and insulation installations in 2022/23 including the current economic climate, inflationary pressures and the cost-of-living crisis. There has been a notable reduction in the uptake of measures partially funded by NISEP, with customers reluctant to invest in upgrading their heating system. An increase across all elements of delivery costs including labour, raw materials, and overheads, has led to a reduction in the number of both heating and insulation measures installed in domestic schemes. These factors have contributed to a reduction in lifetime energy savings and gross customer benefit in 2022/23 in comparison to the previous NISEP year, despite an increase in NISEP spend.

Furthermore, low uptake in the Non-Priority category, mainly in commercial schemes, resulted in 86% of NISEP funding being spent in the Priority Category, over the 80% ringfence. This has had a negative impact overall on Gross Customer Benefit (GCB) which has decreased from the previous NISEP year; illustrated in **Table 1.1**. These issues are discussed in more detail in this report.

Additional funding of approximately £965K was allocated to 2022/23 schemes, following confirmation of £750k underspend from 2021/22 and a carryover from 2021/22 of £215K. At the end of 2022/23, there was an underspend of approximately **£255k**, a significant reduction to the previous NISEP year.

In total, twenty-five schemes were approved for 2022/23, across eleven Primary Bidders however three commercial schemes combined to operate as one single scheme which meant there was a total of twenty-three schemes approved. One out of the twenty-three schemes that proceeded had no uptake at year-end. 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.

Table 1.1 – Comparative Summary of Outturn

	2022/23	2021/22
NISEP funding spent (£) *	£8,347,248	£7,537,114
Total lifetime energy savings (GWh)	487.520	549.699
Total lifetime carbon saved (tC)	36,182	40,288
Total lifetime CO2e saved (tC)	132,668	148,285
Gross lifetime customer benefits (£)	£16,336,456	£18,920,910
Total incentives earned (£)	£0**	£18,626

NISEP funding spent excludes Programme Administration costs

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

The principal reason for reduced energy savings in 2022/23 is the significant cost increases across measures installed due to inflationary pressures.

2. NISEP background

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 2022/23 the NISEP continued to focus on vulnerable customers (known as the Priority Sector) who are domestic customers on lower incomes who may be vulnerable to fuel poverty. In total, **£6,586,934** 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 **£1,264,080** was split between Non-Priority domestic, commercial and innovative domestic schemes (NB: Innovative Schemes in 2022/23 included only Priority customers). Additional underspend from 2021/22 was also made available for Primary Bidders to utilise in 2022/23 and was directed to where customer demand was highest.

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

- Fabric (loft and cavity wall) Insulation

- Heating system replacement including fuel switching, heating controls and heating additive
- LED Lighting
- Hot Water Tank Jackets
- Smart Heating Controls
- Reflective Radiator Panels
- Shower Flow Regulators

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

- Insulation 'cash-back' grants for cavity wall and loft insulation
- Solid wall insulation
- Air Source Heat Pump Technology
- Variable Speed Technology
- LED lighting
- Intelligent Heating controls
- High Heat Retention Electric Storage Heaters

3. Key Changes to the NISEP 2022/23 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.

There were fewer changes to the NISEP Framework Document in comparison to the previous year that would impact outturn figures. With the change to the underlying methodology being implemented in 2021/22 this meant that savings achieved in 2022/23, were directly comparable to 2021/22.

The main change to highlight in 2022/23 was that customers converting from electric heating could only switch to other forms of electric heating, such as high heat retention electric storage heaters or air source heat pumps. Conversions from electric heating to more carbon-intensive fuel sources like oil or gas were not eligible under NISEP in 2022/23.

4. NISEP 2022/23 Funding Utilisation and Outturn

In 2022/23, twenty-five schemes were approved, across eleven Primary Bidders however three commercial schemes combined to operate as one single scheme, therefore there were twenty three schemes approved. One out of the twenty-three schemes that proceeded had no uptake at year-end. The following tables summarise the number of schemes approved per Primary Bidder and schemes per category.

Table 4.1 - Summary of approved schemes by Primary Bidder

Airpacks Ltd t/a Kore System	1
Bluebuild Insulation Ltd	1
Energystore Ltd	5
Firmus Energy (Distribution) Ltd	2
Fusion Heating Ltd	4
McGaffin Mechanical Ltd	2
O'Kane Plumbing & Electrics Ltd	2
Phoenix Natural Gas Ltd	2
Power NI Energy Ltd	3
SGN Natural Gas Ltd	2
Workspace Ltd	1
Total	25

Table 4.2 – Breakdown of schemes by Category

Priority schemes	17
Non-Priority Conventional	4
Innovative	4

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 (where the lower the pence per kilowatt figure, the more cost-effective the scheme).

Figure 4.3 - NISEP Breakdown of Funding Spent by Category
(*Figures have been rounded to whole numbers)

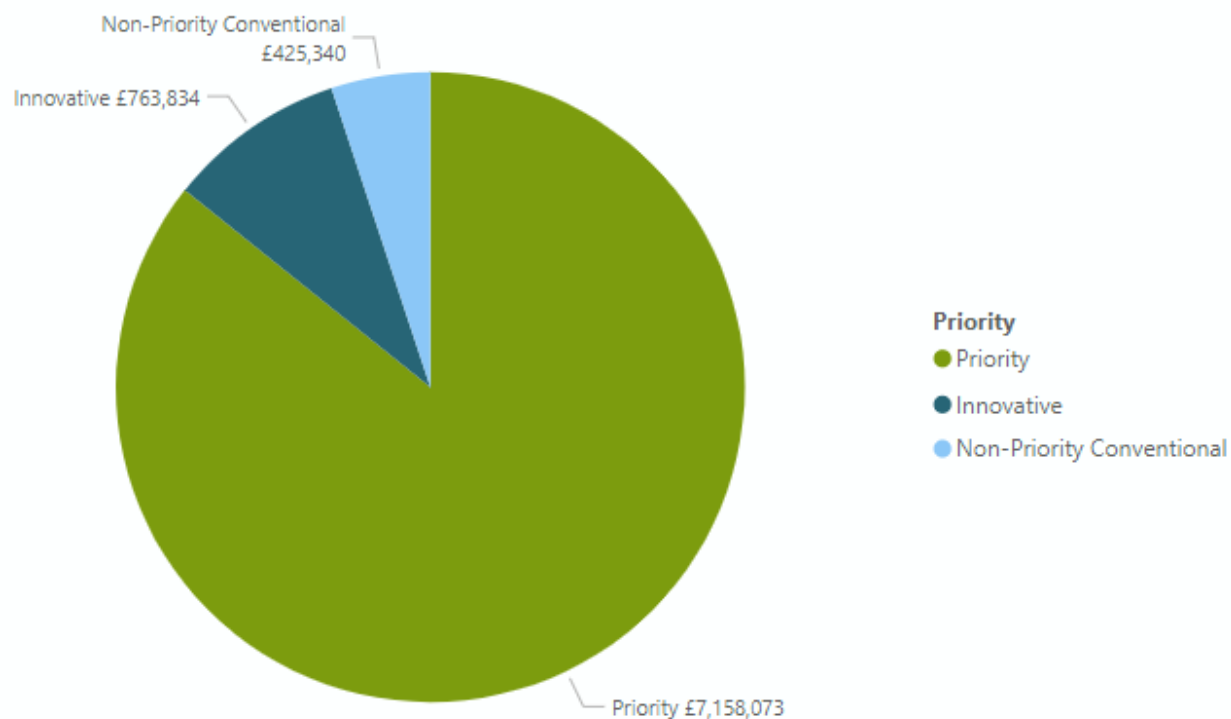


Figure 4.4 - Lifetime energy savings by category (GWh)

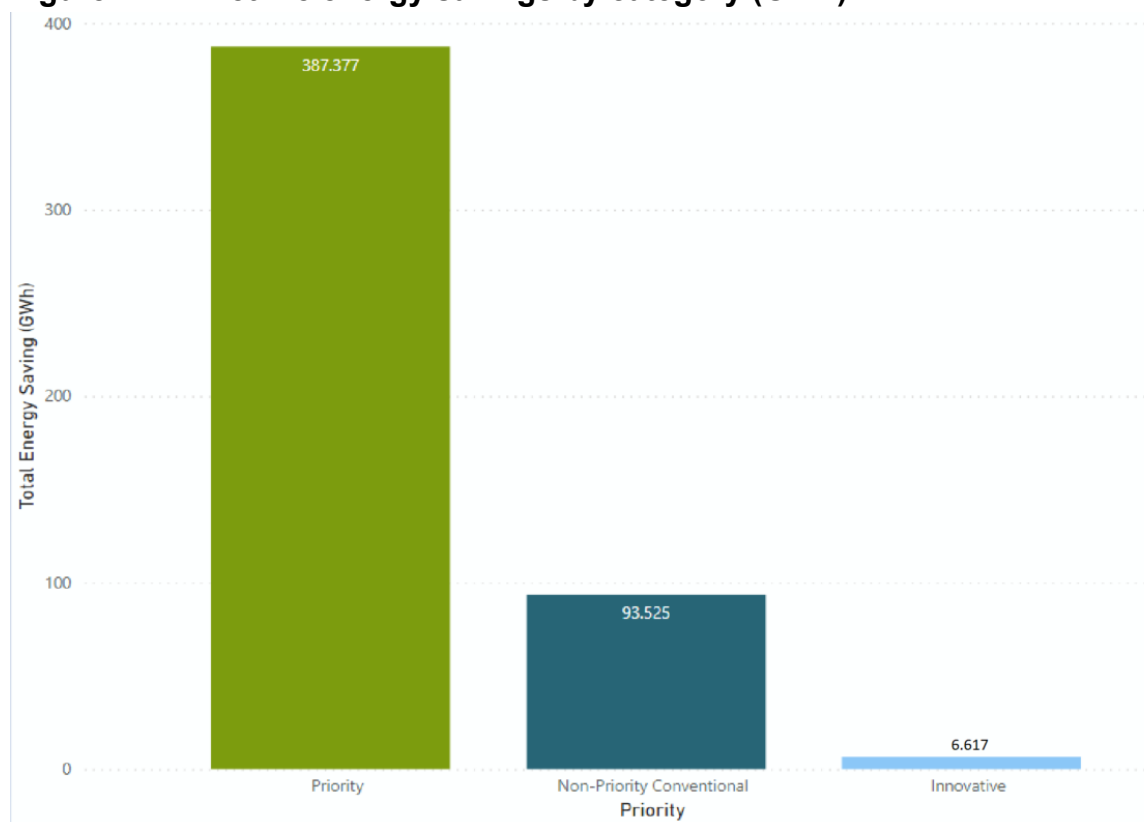
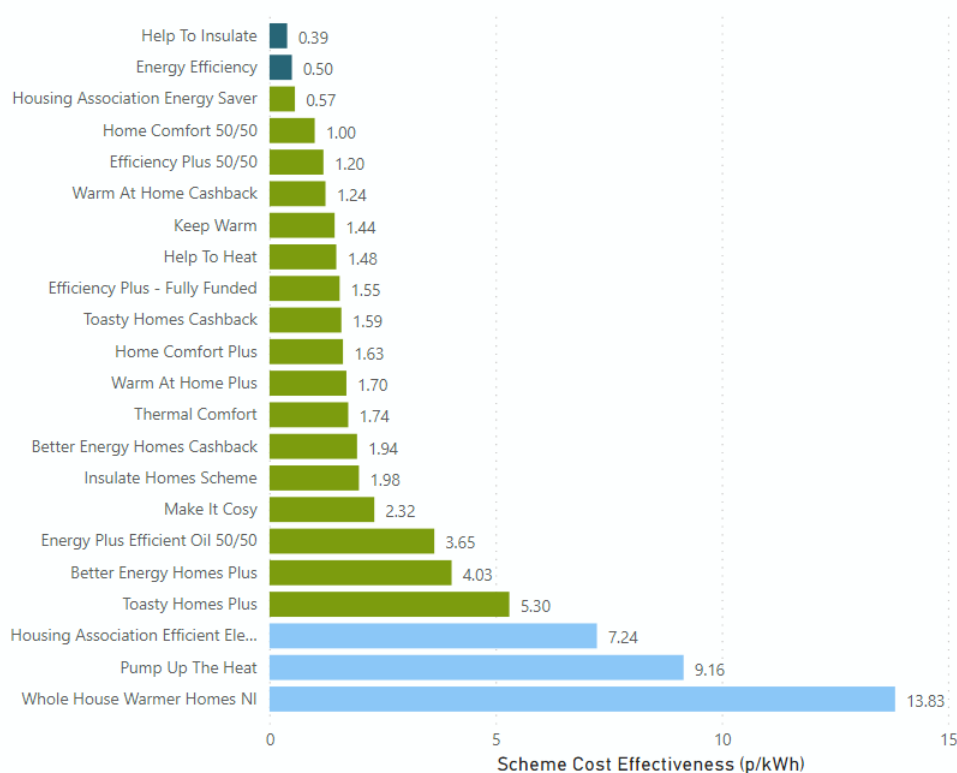


Figure 4.5 - Priority, Non-Priority, and Innovative Scheme Cost Effectiveness (cost in pence per kWh of energy saved, p/kWh) (the lower the value, the more cost effective the scheme)

Priority ● Innovative ● Non-Priority Conventional ● Priority



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 Reference	Scheme Title	NISEP Funding Spent (£)	Accredited Lifetime Energy Saving (GWh)	Lifetime Carbon Saved (Tonnes)	Lifetime CO2e Saved (Tonnes)	Lifetime Gross Customer Benefit (£)
KORE 22 01 IV P	Whole House Warmer Homes NI	£498,694	3.606	238	872	£81,276
BB 22 01 IP	Insulate Homes Scheme	£444,103	22.418	1,443	5,291	£499,308
ESL 22 01 IP	Thermal Comfort	£1,401,724	80.372	5,173	18,968	£1,809,597
ESL 22 02 I NP	Help to Insulate	£154,754	39.267	2,527	9,267	£908,344
ESL 22 03 MP	Make It Cosy	£598,634	25.794	2,108	7,730	£690,978
ESL 22 04 IV P	Pump Up the Heat	£225,163	2.459	478	1,752	£122,786
ESL 22 05 MP	Help to Heat	£81,248	5.489	463	1,697	£149,292
FIR 22 01 MP	Home Comfort Plus	£686,599	42.170	3,840	14,080	£1,196,398
FIR 22 02 MP	Home Comfort 50/50	£147,634	14.712	1,339	4,911	£422,562
FUS 22 03 IV NP *	Efficient Electric Private	N/A	N/A	N/A	N/A	N/A
FUS 22 04 MP	Housing Association Energy Saver	£48,037	8.488	795	2,914	£229,970
FUS 22 05 IV P	Housing Association Efficient Electric	£39,977	0.552	36	130	£39,556
FUS 22 07 MP	Energy Plus Efficient Oil Part Funded	£207,362	5.686	366	1,342	£151,811
MML 22 01 MP	Toasty Homes Plus Scheme	£380,816	7.179	462	1,694	£249,057
MML 22 02 MP	Toasty Homes Cashback	£118,963	7.472	654	2,398	£220,173
OKPE 22 01 MP	Better Energy Homes Plus	£954,665	23.696	1,701	6,238	£672,673
OKPE 22 02 MP	Better Energy Homes Cashback	£100,000	5.156	393	1,442	£136,120
PNG 22 01 MP	Efficiency Plus – 50/50 scheme	£301,898	25.247	2,343	8,591	£736,076
PNG 22 02 MP	Efficiency Plus - Fully Funded	£189,802	12.209	1,046	3,834	£357,545
SGN 22 01 MP	Warm at Home Plus	£320,814	18.825	1,750	6,418	£561,179
SGN 22 02 MP	Warm at Home Cashback	£91,310	7.357	684	2,507	£279,579
PNI 22 01 O NP**	Energy Efficiency	£270,586	54.258	3,509	12,866	£5,013,701
WORK 22 01 IP	Keep Warm	£1,084,466	75.108	4,834	17,726	£1,808,472
Totals		£8,347,248	487.520	36,182	132,668	16,336,456

* scheme proceeded but had no uptake

** three commercial Power NI schemes combined to operate as one single scheme

*** where relevant, total figures have been rounded

5. Priority Domestic Schemes Summary and Outturn

Of the **£8,347,248** spent, **£7,158,073 (86%)** was spent on Priority Domestic schemes, targeted at vulnerable/lower income households. This is higher than the 80% ring-fenced for priority schemes 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 17 Priority schemes which funded **9,906** energy efficiency installations. This is 1,477 less measures than in the previous year, which is mainly a result of, reduction in LEDs, reduction in cavity wall insulation measures, reduction in heating installations and a reduction in shower flow regulator installations, in domestic properties. The number of loft insulation measures installed remain similar to the previous NISEP year.

Six of the Priority schemes provided a fully funded ‘whole house solution’ package, whilst a further eight 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 £150 off cavity wall insulation and/or loft insulation, for Housing Association tenants. Primary Bidders were encouraged to promote the ‘whole house solution’ package and were required to design schemes to ensure maximum uptake of measures offered, unless there were exceptional circumstances, (i.e., where a heating system is installed, all insulation measures if required and suitable for the property, should also be installed). Customers should always be made aware of the benefits of insulation measures due to the energy efficiency improvements they offer, such as cost savings, improved comfort and reducing environmental impact, through reducing overall energy consumption.

The remaining three 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 homes that benefitted and Table 5.2 shows the breakdown of heating system installations.

Table 5.1 – Summary of Priority Domestic Measures Installed 2022/23

Loft insulation (LI)	1,638
Cavity wall insulation (CWI)	1,098
LEDs	4,922
Shower Flow Regulators	410
Hot Water Tank Jackets	117
Heating Replacements	1,076
Smart Heating Controls	476
Reflective Radiator Panels	169

Total Measures Installed	9,906
Total Number of Properties	2,907

There were a similar number of loft insulation measures installed to the previous year. In terms of the most significant differences, there was a reduction in LEDs by 873 and a reduction in cavity wall insulation measures, by 268. Of these CWI measures installed, there has been an increase in full fill CWI where an empty cavity is insulated, at 57%, in comparison to 46% in 2021/22. There was also a reduction in the number of heating installs, by 167, and in shower flow regulator installations, by 122.

A number of key factors have impacted the rate of heating and insulation installations in this category including the current economic climate, inflationary pressure and the cost-of-living crisis. In terms of the reduction in heating installs, this has been evident in the lower uptake of partially funded heating installs, with customers reluctant to invest in upgrading their heating system for the reasons mentioned above. There was also a reduction in the uptake of fully funded heating installs, with the uncertainty of further price increases. An overall increase across all elements of delivery costs including labour, raw materials and overheads also led to a reduction in the number of measures installed in priority domestic schemes.

Table 5.2 – Summary of Priority Domestic Heating Replacements 2022/23

Gas Boiler Upgrade	66
LPG to Gas	9
LPG to oil	1
No Central Heating to Gas	7
No Central Heating to Oil	1
Oil Boiler Upgrade	250
Oil to Gas Fuel Switch	715
Solid Fuel Central Heating to Gas	21
Solid Fuel Central Heating to Oil	4
High heat retention electric storage heater upgrade	2
TOTAL	1,076
Total Number of Properties	1,076

As highlighted in Table 5.2, oil to gas conversions remain the highest proportion of all fuel switches completed under NISEP, at **66%**, however, they continue to decrease, from the previous year which was 78%. There has been a notable increase in oil boiler (12% up to 23%) and in gas boiler upgrades (3% up to 6%). Following a key change to 2022/23, that customers converting from electric, can only convert to other forms of electric heating, there were no electric central heating to gas/oil conversions in 2022/23. As an electric option must be included in any Whole House Solution scheme undertaken, there was a small proportion

of heating upgrades to high heat retention electric storage heaters. All other fuel switches have remained at a similar percentage to the previous year.

There has also been an increase in the level of insulation uptake in the Whole House Solution category with 53% of the 1,076 properties receiving either loft and /or cavity wall insulation and 11% availing of both. Whole House Solution schemes are designed to ensure the maximum uptake of measures offered per household and must be installed where they are required, unless there are exceptional circumstances which must be clearly documented in survey paperwork.

Table 5.3 – Priority Domestic Comparative Outturn Against 2021/22

	2022/23	2021/22
NISEP funding spent (£)	7,158,073	6,781,826
Total lifetime energy savings (GWh)	387.377	422.023
Total lifetime carbon saved (tC)	29,395	31,549
Total lifetime CO ₂ e saved (tC)	107,780	115,678
Gross customer benefit (£)	10,170,793	12,777,202
Total incentives earned (£)	£0.00	£18,490

Energy savings of **387.377 GWh** in the Priority category represents approximately **79%** of the overall energy savings achieved and although this is a higher proportion to the previous year, which was 77%, the energy savings achieved overall are lower. Less Priority measures were installed as a result of significant inflationary increases which adversely affected costs. Measures installed equate to a lifetime gross customer benefit (GCB) of **£10,170,793** for vulnerable households in Northern Ireland. This is a decrease of £2.6 million from the previous year and is a consequence of less installs in the Priority category.

6. Non-Priority Conventional Schemes (Domestic and Commercial) Summary and Outturn

Of the **£8,347,248** spent, **£425,340** was utilised on Non-Priority conventional schemes, (domestic and commercial) representing **5%** of the total funding spent, up 1% from the previous year.

In total, Non-Priority conventional schemes delivered **9,025** energy efficiency interventions in a total of **345** domestic properties and supported **69** commercial projects. This is a significant increase of 4,902 measures in comparison to 21/22.

Non-Priority Commercial schemes provided part-funding of approximately 20%, towards the cost of energy efficiency measures. Commercial schemes tend to be more cost effective than Priority domestic schemes due to commercial energy efficiency measures yielding higher energy savings in comparison to spend. The Non-Priority domestic scheme 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 Commercial) Measures Installed 2022/23

Loft Insulation	59
Cavity Wall Insulation	293
Hot Water Tank Jackets	1
Variable Speed Technology	11
Energy Efficient Lighting (LED's) Commercial	8,655
Intelligent Heating Controls	6
TOTAL	9,025
Total number of domestic properties	345
Total number of commercial projects	69

There has been a reduction in the number of Non-Priority insulation measures installed, by over 300 measures to the previous year, due to several factors; less NISEP funding allocated to this scheme in 2022/23; increase to the average cost of measure; and an increase to the level of NISEP grant for domestic individual measure schemes in 2022/23. This has led to a reduction in carbon savings and gross customer benefit in this Non-Priority domestic category.

In relation to Non-Priority, Commercial Schemes, there has been a significant increase in the number of commercial projects supported by NISEP, up from 43 to 69 in 22/23. This explains the increase of over 5,000 more LEDs installed in commercial premises. A similar number of intelligent heating controls and variable speed technology were installed in both years.

There was an increase in funding spent in the 2022/23 commercial category in comparison to 2021/22, and therefore an increase in the number of commercial projects that availed of NISEP funding. More measures installed has resulted in an increase to gross customer benefit. However, it is important to highlight that due to the rising cost of components across the industrial sector, increasing labour costs, different project sizes, and varying lifetime years across all the technologies, all of these factors have had an impact overall on the extent of this increase.

Although there has been a substantial increase in uptake in 2022/23, and as a result significantly less underspend in this commercial category (£30k underspend in comparison

to £482k in 2021/22), the current NISEP financial year timeframe continues to provide challenges for commercial schemes. Due to the nature of these projects, the process is different to the domestic, in that it takes longer to plan and complete from application through to installation stage. Projects may cancel at very short notice and with insufficient time to complete before the deadline, this can impact on outturn figures. This can happen regularly in the commercial sector as there can be delays with shipments, lead-times can increase, or there may a change in a companies' circumstances.

Table 6.2 Summary of Non- Priority Conventional Against 2021/22

	2022/23	2021/22
NISEP funding spent (£)	425,340	326,531
Total lifetime energy savings (GWh)	93.525	121.218
Total lifetime carbon saved (tC)	6,036	8,397
Total lifetime CO ₂ e saved (tC)	22,133	30,789
Gross customer benefit (£)	5,922,045	5,901,710
Total incentives earned (£)	£0	£136

A total of **93.525 GWh** achieved in the Non-Priority sector represents approximately **19%** of the overall energy savings, which is a small decrease from 22% in 2021/22. Overall total energy savings and carbon savings in the Non-Priority Conventional category, have reduced compared to 2021/22, mainly as a result of a reduction in insulation measures installed in domestic Non-Priority schemes.

As LEDs continue to be widely adopted by businesses, there was a substantial increase in 2022/23 compared to the previous year, with 8,655 installs compared to 3,386 in 2021/22. Variable Speed Technology increased from 10 to 11 installs in 2022/23 and Intelligent Heating Controls remained the same for both years. However, insulation measure installs have reduced. The Gross Customer Benefit as a result has increased slightly to **£5,922,045** from 2021/22 due to an increase in measure uptake in the commercial category.

7. Innovative Schemes Summary and Outturn

The Innovative category within NISEP aims to encourage proven energy-efficient technologies that can outperform traditional measures in terms of energy savings and carbon reduction. These schemes serve as a platform to promote innovative solutions, aligning with

the broader goals of the Northern Ireland energy sector's decarbonisation agenda. In 2022/23 the same three innovative schemes, as in 2021/22, targeted priority customers and included the install of air source heat pumps, high heat retention electric storage heaters, and solid wall insulation. There was also an additional scheme approved, targeting homeowners/private tenants, offering upgraded high heat retention electric storage heaters and insulation, however this scheme had no uptake in this category.

Out of the three innovative schemes that had uptake and targeted priority customers, one of the schemes targeted Housing Association properties with inefficient electric storage heaters and offered a NISEP grant of £900 towards high heat retention electric storage heaters and £150 towards loft and/or cavity wall insulation (max grant of £300 for insulation). 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. The final scheme targeted homeowners with no central heating, solid fuel heating or an old oil or LPG heating system and offered a fully funded grant towards the installation of an air source heat pump and cavity wall and/or loft insulation if required.

In total, Innovative schemes delivered **124** energy efficiency interventions.

Table 7.1 – Summary of Innovative Measures Installed 2022/23

Solid wall insulation	10
Cavity wall insulation	4
Loft insulation	9
Heating replacements	69
LEDs	32
TOTAL	124

Table 7.2 – Summary of Innovative Heating Replacements 2022/23

High heat retention electric storage heaters upgrade	44
Oil to Gas	1
Oil Boiler Upgrade	9
Oil to Air Source Heat Pump	13
No central heating to Air Source Heat Pump	2
TOTAL	69
Total number of properties	69

Table 7.3 Summary of Innovative schemes outturn Against 2021/22

	2022/23	2021/22
NISEP funding spent (£)	£763,834	£428,757
Total lifetime energy savings (GWh)	6.617	6.457
Total lifetime carbon saved (tC)	752	342
Total lifetime CO2e saved (tC)	2,755	1,817
Gross customer benefit (£)	£243,619	£241,998
Total incentives earned (£)	£0	£0

A total of **6.617 GWh** achieved in the Innovative category represents approximately **1%** of the overall energy savings, which is similar to 2021/22.

The number of measures in the Innovative Category has decreased by 213 compared to 2021/22. However, the main reason for this reduction is as a result of less LEDs being installed (248 installed in 2021/22 and only 32 installed in 22/23). Excluding LEDs, there has been an increase in the total number of heating and insulation measures installed in this category from 89 to 92 measures, resulting in a small increase in total lifetime energy savings and gross customer benefit.

There were a similar number of heating installations, with 69 in 2022/23 and 71 in 2021/22. However, within these heating installations, there has been a notable reduction in electric storage heater upgrades (54 to 44) and an increase to air source heat pump installs (6 to 13).

There has been a slight increase to the number of solid wall insulation installs and loft insulation installs with the number of cavity wall insulation measures having remained the same in this category, in comparison to 2021/22.

The continued success and uptake within this Innovative category demonstrate a change and move towards new innovative and renewable technologies given changes in the Northern Ireland energy sector and decarbonisation agenda.

8. Target Achievement and Incentive Payments

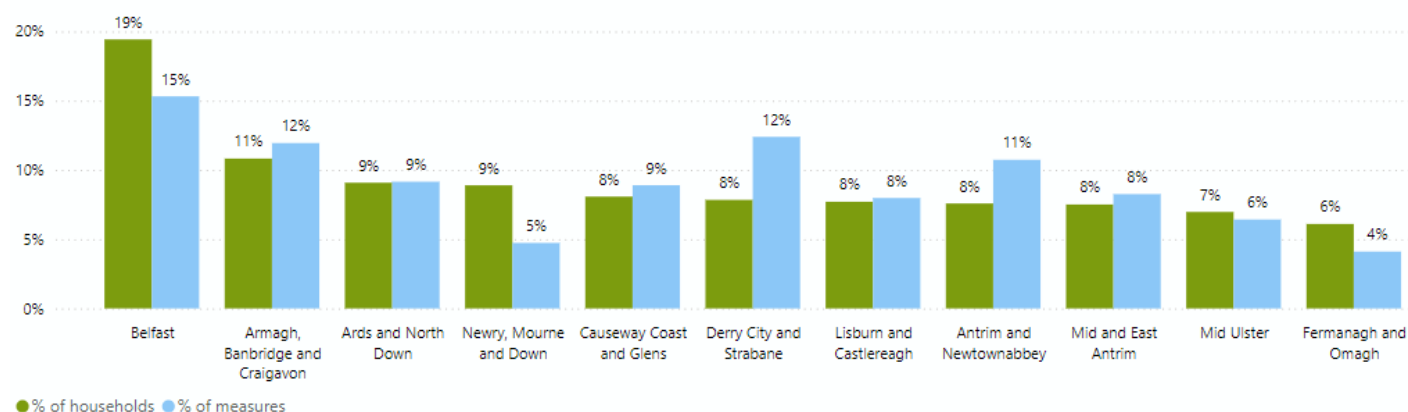
In order to encourage Primary Bidders to bring forward cost-effective schemes and ensure that the objectives of the NISEP are met, the Utility Regulator awards an incentive payment to Primary Bidders that exceed the energy saving target set for each category. There is no incentive paid for simply meeting the target.

There has been a notable decrease in incentives earned in NISEP over the past number of years, and no Primary Bidder exceeded the GWh targets set in 2022/23. A reduction in the number of measures installed had an impact to the cost effectiveness outturn and ultimately no incentives were earned by Primary Bidders in 2022/23.

9. Geographical Spread of Domestic Measures

Bar **Chart 9.1** below shows the percentage of NISEP interventions per council area in green and the percentage of NI households within each council area in blue, this illustrates that NISEP is achieving adequate geographical spread across Northern Ireland. Both columns present the data as a percentage of the national total.

Chart 9.1 – NISEP Interventions by Council Area



Overall, there continues to be a reasonable spread of measures across many of the council areas. Although Belfast continues to have the highest proportion (15%) of measures installed, this is considerably lower than in the previous year (19%).

In council areas, Fermanagh and Omagh District Council, Mid Ulster District Council, Lisburn and Castlereagh City Council, Antrim and Newtownabbey Borough Council, and Armagh City, Banbridge and Craigavon Borough Council, the spread of measures remained similar to the previous year at 4%, 6%, 8%, 11%, 12% respectively.

Derry City and Strabane District Council has shown the highest increase, up by 3% to the previous year followed by Ards and North Down Borough Council which showed an increase of 2%.

Whereas, Belfast City Council has shown the greatest reduction of 4% in comparison to the previous year. Other reductions include Newry, Mourne and Down District Council, Mid and East Antrim Borough Council, and Causeway Coast and Glens Borough Council, by 2%.

Ards and North Down Borough Council, and Lisburn and Castlereagh City Councils, are now showing a higher-than-average proportion of measures installed in comparison to population size in comparison to the previous year.

Armagh City, Banbridge and Craigavon Borough Council showed an equal proportion in the previous year but are now showing a higher-than-average proportion of measures installed in comparison to population size.

Although Belfast City Council continues to show a lower-than average proportion of measures installed in comparison to population size, the variation in proportion is more significant than in other council areas and in comparison, to the previous year.

Causeway Coast and Glens Borough Council and Mid and East Antrim Borough Councils, continue to show a higher-than average proportion of measures installed in comparison to population size, however this has reduced to the previous year. In contrast, Derry City and Strabane District Council continues to show a higher proportion of measures installed in comparison to population size, but the proportion has increased to the previous year.

Fermanagh and Omagh District Council, Mid Ulster District Council and Newry Mourne and Down District Councils continue to show a lower than-average proportion of measures installed in comparison to population size. However, Fermanagh and Omagh District Council remains of similar proportion, Mid Ulster District Council is increasing, and Newry, Mourne and Down District Council is decreasing.

Heating Installations

In 2022/23, Armagh City, Banbridge and Craigavon Borough Council continues to show the highest proportion of NISEP heating installs at 17%. Derry City and Strabane District Council followed with 14% and Antrim and Newtownabbey Borough Council with 12%. In 2021/22 both Belfast City Council and Armagh City, Banbridge and Craigavon Borough Councils had equal and the highest % of heating installs, however, Belfast City Council only accounted for 11% of heating installs in 2022/23. Mid Ulster District Council followed with 10%, Fermanagh and Omagh District Council and Mid and East Antrim Borough Council both with 7%, Ards and North Down Borough Council and Lisburn and Castlereagh City Council both with 6%, Causeway Coast and Glens Borough Council and Newry, Mourne and Down District Council with 5%.

Overall, the most significant variations in 2022/23 included Belfast City Council no longer having the highest % of heating installs and Derry City and Strabane District Council and Mid Ulster District Councils having the most notable increase in the % of heating installs. Newry Mourne and Down District Council and Mid and East Antrim Borough Councils showed the most notable decreases, in comparison to the previous year.

Insulation Installations

In reference to insulation, similar to 21/22, there were less significant variations in 2022/23 to the proportion of measures across council areas. Belfast City Council remains as having the highest proportion of NISEP insulation measures, with 17%, followed by Causeway Coast and Glens Borough Council with 11%.

Antrim and Newtownabbey Borough Council, Ards and North Down Borough Council, Derry City and Strabane District Council, Lisburn and Castlereagh City Council and Mid and East Antrim Borough Councils, all with 10% of insulation installs. Armagh City, Banbridge and Craigavon Borough Council with 9% and Mid Ulster District Council and Newry, Mourne and Down District Council, both with 5%. Fermanagh and Omagh District Council remain as having the lowest proportion as in 21/22 with 3%.

10. Conclusions

In 2022/23, twenty-five schemes were approved, across eleven Primary Bidders, however, twenty-three schemes proceeded as three commercial schemes combined to operate as one single scheme. One out of the twenty-three schemes had no uptake at year-end. 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.

Overall, the total NISEP spend on schemes at the end of the year was **£8,347,248**, which is higher than the available pot at the start of the NISEP year. This was due to additional funding being allocated to 2022/23, following confirmation of underspend from 2021/22.

Financial spend and committed funds were reviewed via the 5- and 8-month interim reporting process. This process facilitates the opportunity for funds to be reallocated between schemes, if deemed appropriate. There was a significant reduction in underspend, as a result of funding being returned in year and re-distributed to high performing schemes, from £750k in 2021/22 to **£255k** in 2022/23. The majority of this underspend was as a result of one scheme having no uptake and another scheme experiencing significant delays in the 'Planned Works Programme' with Housing Associations.

Gross customer benefit (GCB) and lifetime energy savings has decreased overall, due to a reduction in the rate of heating and insulation installations. This is as result of a number of key factors including, the current economic climate, inflationary pressures and the cost-of-living crisis. There has been a reduction, in the uptake of measures partially funded by NISEP, with customers reluctant to invest in upgrading their heating system. An increase across all elements of delivery costs including labour, raw materials, and overheads, has led to a reduction in the number of both heating and insulation measures installed in domestic schemes. Primary Bidders continued to submit scheme variations in 2022/23, as was the case in 2021/22, with supporting evidence, to verify the cost increases.

Overall, there were **19,055** measures installed, which equates to **3,220** more measures when in comparison to the previous year, mainly due to increased uptake in the Non-Priority commercial category.

The gross customer benefit total translates as one pound of NISEP funding provided this year, providing £1.96 of Net Present Value lifetime benefits.

Priority Schemes

A higher proportion of funding continues to be spent in the Priority category to assist where demand was greatest, however this has reduced from 90% in 2021/22 to 86% in 2022/23. Although there were **9,906** measures installed (in **2,907** properties), this was 1,477 less measures to the previous year mainly a result of a reduction in LEDs (by 873), reduction in cavity wall insulation measures (by 268), reduction in heating installations (by 167) and a reduction in shower flow regulator installations (by 122), all in domestic properties.

A number of key factors have impacted the rate of heating and insulation installations including, the current economic climate, general inflation rising dramatically and the cost-of-living crisis. These factors led to increased costs in-year that affected the number of measures installed and subsequently the savings and benefits derived.

The importance of the 'whole house solution' (WHS) approach continues to be re-emphasised to all Primary Bidders for Priority schemes and as anticipated we are continuing to see an increase in the level of insulation uptake in the Whole House Solution category. It is expected that we will continue to see an increase in properties availing of the Whole House Solution package going forward.

The Priority Category represented approximately **79%** of the overall energy savings achieved which was slightly higher than the previous year. However, overall outturn energy savings and gross customer benefit (GCB) have reduced to 2021/22 due to less installs in the Priority category.

Non-Priority Schemes

A higher proportion of funding was spent in this category in comparison to the previous year.

In total, Non-Priority conventional schemes delivered **9,025** energy efficiency interventions (majority of which were LEDs) in a total of **345** domestic properties and supported **69** commercial projects. This is a significant increase of 4,902 measures in comparison to 2021/22.

In relation to the Non-Priority, Commercial Scheme, there has been a significant increase in the number of commercial projects supported by NISEP and as a result an increase to Gross Customer Benefit in this Non-Priority category in 2021/22.

The Non-Priority category represented approximately **19%** of the overall energy savings, which is a small decrease from 22% in 2021/22. Overall total energy savings and carbon savings in the Non-Priority Conventional category, have reduced in comparison to 2021/22, mainly as a result of a reduction in insulation measures installed in this category.

With an increase in uptake in 2022/23, there was less underspend in this category overall (**£30k** underspend in comparison to £482k in 21/22). Reduced effects of COVID-19 which had restricted commercial projects going ahead in the previous year, contributed to this greater uptake.

Innovative Schemes

The innovative category continues to see an increase in demand with three innovative schemes having uptake in 2022/23 with an increase to air source heat pump installs.

In total, Innovative schemes delivered **124** energy efficiency interventions, and although this is a reduction of 213 measures in comparison to 2021/22, this is mainly attributed to less LEDs being installed. Excluding LEDs, there has been an increase in heating and insulation measures installed in this category, which has achieved an increase to energy, carbon and financial savings in comparison to 2021/22. The Innovative Category represented approximately **1%** of the overall energy savings, similar to 2021/22.

The Innovative category within NISEP aims to encourage the installation of proven technologies that can outperform traditional measures in terms of energy savings and carbon reduction. These schemes will continue to serve as a platform to promote innovative solutions, aligning with the broader goals of the Northern Ireland energy sector's decarbonisation agenda.

Geographical Spread

Overall, there continues to be a reasonable spread of measures across many of the council areas. Although Belfast City Council continues to have the highest proportion (15%) of measures installed, this is lower than in the previous year (19%) and signifies a wider geographic spread of NISEP funding.

In 2021/22 both Belfast City Council and Armagh City, Banbridge and Craigavon Borough Council had equal and the highest % of heating installs, however, this reduced in 2023/23 for Belfast City Council which accounted for just 11% of heating installs whereas Armagh City,

Banbridge and Craigavon Borough Council continued to show the highest proportion of NISEP heating installs at 17%. In reference to insulation, there were less significant variations, and Belfast City Council area remains as having the highest proportion of installs at 17%.

APPENDIX 1 – LIST OF SCHEMES

Northern Ireland Sustainable Energy Programme Schemes running from April 2022 to March 2023

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

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Make It Cosy	Heat and insulation measures: ▪ 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 Widge ▪ Fully Funded Remote Smart Heating Controls * Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP	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). Must be a homeowner. Income criteria: ▪ Single person household with income / pension less than £28,000 gross OR ▪ Couple / Single parent family / Pensioner (over 65) with an income / pension less than £35,000 gross	Energystore Ltd Apply to: Energystore Ltd on Tel: 028 96 930492 or Email: niseopenquiry@energystoreltd.com Available throughout Northern Ireland

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.

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Help to Heat	Heating and insulation measures: ▪ 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 ▪ Grant of 50% Water Widget ▪ Grant of 50% Remote Smart Heating Controls * Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP	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). Must be a homeowner or private tenant. Income criteria: ▪ Single person household with income / pension less than £35,000 gross OR ▪ Couple / Single parent family / pensioner (over 65) with an income / pension less than £40,000 gross	Energystore Ltd Apply to: Energystore Ltd on Tel: 028 96 930492 or Email: nisepenquiry@energystoreltd.com Available throughout Northern Ireland
Energy Plus – Efficient Oil 50/50	Heating and insulation measures: • Grant of 50% off an oil central heating system * • Grant of 50% off Remote Smart Heating Controls • Fully funded Cavity Wall Insulation and/or Loft Insulation • Fully Funded LED light bulbs • Fully Funded Reflective Radiator Panels • Fully Funded Water Widget • Fully Funded Hot Water Tank Jacket *Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP	Low-income households with no central heating, solid fuel heating, or a heating system broken down beyond viable economic repair and/or over 15 years old. Must be a homeowner or private tenant. Income criteria: ▪ Single person household with income / pension less than £35,000 gross OR Couple / Single parent family / pensioner (over 65) with an income / pension less than £40,000 gross	Fusion Heating Ltd Apply to: Tel: 028 9044 9499 or Email: Nisep.applications@fusionheating.co.uk Available throughout Northern Ireland

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Housing Association Energy Saver	Heating** and insulation measures: ▪ Grant of £750 off a natural gas central heating system * ▪ Grant of £150 off cavity wall insulation and loft insulation (max Grant of £300 for insulation) ▪ Fully Funded Hot Water Tank Jacket ▪ Fully Funded LED light bulbs ▪ Fully Funded Remote Smart Heating Controls *Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP	Housing Association properties with solid fuel heating or a heating system over 15 years old. Income criteria: ▪ Single person household with income / pension less than £28,000 gross OR ▪ Couple / Single parent family / pensioner (over 65) with an income / pension less than £35,000 gross **New heating upgrade offered in-year oil to oil with grant of £1,000.	Fusion Heating Ltd Housing Association will be responsible for selecting properties and funding remainder of cost.
Home Comfort Plus Scheme	Heating and insulation measures: ▪ 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 Widget *Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP	Low-income households within the firmus energy gas network 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). Must be a homeowner. Income Criteria: ▪ Single person household with an income/pension less than £28,000 gross ▪ Couple / Single parent family with an income/pension less than £35,000 gross	firmus energy Apply to: Aodan Marley Tel: 07973 896786 Email: Email: nisep.applications@firmusenergy.co.uk Available in the firmus energy network area only

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Home Comfort 50/50 Scheme	Heating and insulation measures: ▪ Grant of 50% off a natural gas central heating system *Grant of 50% off Remote Smart Heating Controls; Water Widget ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation. ▪ Fully Funded LED light bulbs * Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP	Low-income households within the firmus energy gas network 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). Must be a homeowner or private tenant. Income Criteria: ▪ Single person household with an income/pension less than £35,000 gross ▪ Couple / Single parent family with an income/pension less than £40,000 gross	firmus energy Apply to: Aodan Marley Tel: 07973 896786 Email: Email: nisep.applications@firmusenergy.co.uk Available in the firmus energy network area only
Warm at Home Plus	Heating and insulation measures: ▪ Fully Funded natural gas central heating system * ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation ▪ Fully Funded LED light bulbs; Hot Water Tank Jacket; Remote Smart Heating Controls; Water Widget; Draught Proofing * Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP	Low-income households within the SGN Natural Gas network 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). Must be homeowner. Income criteria: ▪ Single person household with income / pension less than £28,000 gross OR ▪ Couple / Single parent family with income / pension less than £35,000 gross	SGN Natural Gas Apply to: SGN Natural Gas Tel: Customer Service 0800 975 7774 Email: info@sgnnaturalgas.co.uk Available in the SGN Natural Gas network area only
Warm at Home Cashback	Heating and insulation measures: ▪ Grant of 50% off a natural gas central heating system * ▪ Grant of 50% off Remote Smart Heating Controls; Hot Water Tank Jacket; Water Widget; Draught Proofing	Low-income households within the SGN Natural Gas network 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). Must be a homeowner or private tenant.	SGN Natural Gas Apply to: SGN Natural Gas Tel: Customer Service 0800 975 7774

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
	▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation. ▪ Fully Funded LED light bulbs * Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP	Income Criteria: ▪ Single person household with an income/pension less than £35,000 gross ▪ Couple / Single parent family with an income/pension less than £40,000 gross	Email: info@sgnnaturalgas.co.uk Available in the SGN Natural Gas network area only
Better Energy Homes Plus	Heating and insulation measures: ▪ 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 * Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP	Low-income households with no central heating, solid fuel heating or an old (over 15 years) or broken down beyond viable economic repair oil, gas or LPG boiler. Must be homeowner. Income criteria: ▪ Single person household with income / pension less than £28,000 gross OR ▪ Couple / Single parent family with income / pension less than £35,000 gross	O’Kane Plumbing & Electrics Ltd Apply to: O’Kane Plumbing & Electrics Ltd. Brian McCullagh Tel: (028) 867 51049 Email: brian.mccullagh@okpe.co.uk Available throughout Northern Ireland Please note, where demand is higher than funding available, a vulnerability matrix will be used to prioritise applicants to this scheme.
Better Energy Homes Cashback	Heating and insulation measures: ▪ 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; Hot Water Tank Jacket * Customers with existing Electric heating can only convert to another	Low-income households with no central heating, solid fuel heating or an old (over 15 years) or broken down beyond viable economic repair oil, gas or LPG boiler. Must be homeowner or private tenant. Income criteria: ▪ Single person household with income / pension less than £35,000 gross OR ▪ Couple / Single parent family with income / pension less than £40,000 gross	O’Kane Plumbing & Electrics Ltd Apply to: O’Kane Plumbing & Electrics Ltd. Brian McCullagh Tel: (028) 867 51049 Email: brian.mccullagh@okpe.co.uk

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
	form of electric heating, which is available under NISEP		Available throughout Northern Ireland
Efficiency Plus – Fully Funded	Heating and insulation measures: ▪ Fully Funded natural gas central heating system * ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation. ▪ Fully Funded Remote Smart Heating Controls; Reflective Radiator Panels; LED light bulbs; Hot Water Tank Jacket; Water Widget * Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP	Low-income households with no central heating, solid fuel heating or an old (over 15 years) or broken down beyond viable economic repair oil or LPG boiler. Must be homeowner Income criteria: ▪ Single person household with income / pension less than £28,000 gross OR ▪ Couple / Single parent family with income / pension less than £35,000 gross	Phoenix Natural Gas Apply to: Phoenix Natural Gas John Graham Tel: 028 9055 5576 Email: NISEP@phoenixnaturalgas.com Available in the Phoenix Natural Gas Greater Belfast License area and East Down License area only
Efficiency Plus 50/50	Heating and insulation measures: ▪ Grant of 50% off a natural gas central heating system * ▪ Grant of 50% off Reflective Radiator Panels; Hot Water Tank Jacket; Water Widget ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation ▪ Fully Funded LED light bulbs; Remote Smart Heating Controls * Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP	Low-income households with no central heating, solid fuel heating or an old (over 15 years) or broken down beyond viable economic repair oil or LPG boiler. Must be homeowner or private tenant. Income criteria: ▪ Single person household with income / pension less than £35,000 gross OR ▪ Couple / Single parent family with income / pension less than £40,000 gross	Phoenix Natural Gas Apply to: Phoenix Natural Gas John Graham Tel: 028 9055 5576 Email: NISEP@phoenixnaturalgas.com Available in the Phoenix Natural Gas Greater Belfast License area and East Down License area only

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Toasty Homes Plus Scheme	Heating and insulation measures: ▪ 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 ▪ Fully Funded Hot water tank jacket * Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP	Low-income households with no central heating, solid fuel heating or an old (over 15 years) or broken down beyond viable economic repair oil, gas or LPG boiler. Must be homeowner. Income criteria: ▪ Single person household with income / pension less than £28,000 gross OR ▪ Couple / Single parent family with income / pension less than £35,000 gross	McGaffin Mechanical Ltd Apply to: McGaffin Mechanical Ltd Tel: 028 90996747 Email: info@mcgaffinmechanical.com Available throughout Northern Ireland
Toasty Homes Cashback	Heating and insulation measures: ▪ Grant of 50% off a natural gas or oil central heating system * ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation. ▪ Fully Funded LED light bulbs; Remote Smart Heating Controls; Water widge ▪ Fully Funded Hot water tank jacket * Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP	Low-income households with no central heating, solid fuel heating or an old (over 15 years) or broken down beyond viable economic repair oil, gas or LPG Boiler. Must be homeowner or private tenant. Income criteria: ▪ Single person household with income / pension less than £35,000 gross OR ▪ Couple / Single parent family with income / pension less than £40,000 gross	McGaffin Mechanical Ltd Apply to: McGaffin Mechanical Ltd Tel: 028 90996747 Email: info@mcgaffinmechanical.com Available throughout Northern Ireland

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

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Keep Warm	Insulation measures: ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation ▪ Fully Funded Hot Water Tank Jacket; LED light bulbs	Low-income households. Must be a homeowner. Income criteria: ▪ Single person household with an income / pension of less than £28,000 gross ▪ Couple or single parent family with an income / pension of less than £35,000 gross ▪ Single person household with an income / pension of less than £35,000 gross AND meets at least <u>one</u> of these further criteria: • is over 70 • lives in a rural location • has a disability/chronic illness	Workspace Ltd Apply to: Workspace Ltd Donna Madden Tel:028 7962 7474 Email: donna.madden@homesealni.co.uk Available throughout Northern Ireland Please note, where demand is higher than funding available, a vulnerability matrix will be used to prioritise applicants to this scheme.
Thermal Comfort	Insulation measures: ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation ▪ Fully Funded Hot Water Tank Jacket; LED light bulbs	Low-income households. Must be a homeowner. Income criteria: ▪ A single person household with an income / pension of less than £28,000 gross ▪ Couple / Single parent family / Pensioner over 65, with an income / pension of less than £35,000 gross.	Energystore Ltd Apply to: Energystore Ltd Tel: 02890 301500 Email: nisepenquiry@energystoreltd.com Available throughout Northern Ireland

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Insulate Homes	Insulation measures: ▪ Fully Funded Cavity Wall Insulation and/or Loft Insulation ▪ Fully Funded Hot Water Tank Jacket; Draught Proofing; LED light bulbs	Low-income households. Must be a homeowner. ▪ A single person household with an income / pension of less than £28,000 gross ▪ Couple / Single parent family / Pensioner over 65, with an income / pension of less than £35,000 gross	BlueBuild Insulation Ltd Apply to: BlueBuild Insulation Ltd Tel: 02891468222 Email: info@bluebuildenergy.com Available throughout Northern Ireland

3. Non-Priority - Domestic

Scheme Name	Scheme Description	Target Customers	Scheme Manager and Application Details (if appropriate)
Help to Insulate	Insulation measures: ▪ Grant of 1/3 of costs (up to £500 maximum available per insulation measure) Cavity Wall Insulation and/or Loft Insulation	Households that do not qualify for a priority scheme. Must be homeowner or private tenant.	Energystore Ltd Apply to: Energystore on Tel: 02890 301500 Email: nisepenquiry@energystoreltd.com Available throughout Northern Ireland

4. Non-Priority – Commercial

Scheme Name	Scheme Description	Properties Aimed At	Scheme Manager and Application Details (if appropriate)
Variable Speed Technology	Technology measures: ▪ Grant of 20% towards the installation of variable speed technology to commercial customers who use motors for ventilation, water circulation, refrigeration and air compressors (to save energy by reducing motor speed).	Commercial Premises	Power NI Energy Ltd Apply to: Power NI Tel: 028 9038 0642 / 028 90 685 856 Email: Energysaving@powerni.co.uk
Intelligent Heating Controls	Technology measures: ▪ Grant of 20% towards the cost of design and installation of an intuitive heating management system retrofitted to provide individual control of heating times and temperatures within each room.	Commercial Premises	Power NI Energy Ltd Apply to: Power NI Tel: 028 9038 0642 / 028 90 685 856 Email: Energysaving@powerni.co.uk
LED Lighting with finance option	Technology measures: ▪ Grant of 20% towards the cost of replacing High Bay metal halide/SON/fluorescent/Tungsten/PL and 2D fittings with LED luminaries to reduce lighting load. ▪ Dimming and movement detection options. 2 options available - 1 - 20% grant funding towards light fittings and installation. 2. 20% grant funding towards light fittings and installation. Finance available through Power NI Lighting Solutions and subject to credit check.	Commercial Premises	Power NI Energy Ltd Apply to: Power NI Tel: 028 9038 0642 / 028 90 685 856 Email: Energysaving@powerni.co.uk

5. Priority & Non-Priority – Innovation

Scheme Name	Scheme Description	Properties Aimed At	Scheme Manager and Application Details (if appropriate)
Pump Up The Heat (Priority)	Innovative measures: ▪ Fully funded Air Source Heat Pump ▪ Fully funded Cavity Wall and/or Loft Insulation ▪ Fully Funded LED lightbulbs	Low-income households 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). Must be a homeowner. Income criteria: ▪ Single person household with income / pension less than £28,000 gross OR ▪ Couple / Single parent family / Pensioner (over 65) with an income / pension less than £35,000 gross	Energystore Ltd Apply to: Energystore Ltd Tel: 028 96 930492 Email: nisepenquiry@energystoreltd.com Available throughout Northern Ireland
Housing Association Efficient Electric (Priority)	Heating and insulation measures: ▪ Grant of £900 off the install of upgraded High Heat Retention Storage Heaters with full heating controls. ▪ Grant of £150 off Cavity Wall Insulation and/or Loft Insulation (max Grant of £300 for insulation) ▪ Fully Funded LED light bulbs	Housing Association properties with inefficient Electric Storage Heaters greater than 10 years old or non-ERP compliant. Income criteria: ▪ Single person household with income / pension less than £28,000 gross OR ▪ Couple / Single parent family / Pensioner (over 65) with an income / pension less than £35,000 gross	Fusion Heating Ltd Housing Association will be responsible for selecting properties and funding remainder of cost.

Scheme Name	Scheme Description	Properties Aimed At	Scheme Manager and Application Details (if appropriate)
Whole House Warmer Homes NI (Priority)	Heating and insulation measures: ▪ Fully Funded Solid Wall Insulation and/or Loft Insulation (CWI where required). ▪ Fully Funded natural gas central heating system if on the gas network or oil central heating system where gas is not available * ▪ Fully Funded LED light bulbs *Households 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). *Customers with existing Electric heating can only convert to another form of electric heating, which is available under NISEP	Low-income households. Must be a homeowner. Income criteria: ▪ A single person household with an income / pension of less than £28,000 gross ▪ Couple / Single parent family / Pensioner over 65, with an income / pension of less than £35,000 gross AND ▪ Specific target groups, that include, but are not limited to: - Persons over 65 years of age - Families with children under 16 years old - Persons with a disability or chronic illness	Airpacks t/a KORE System Apply to: Kore Retrofit Ltd. Email: info@koreretrofit.com Tel: 02078594292 Available throughout Northern Ireland

Scheme Name	Scheme Description	Properties Aimed At	Scheme Manager and Application Details (if appropriate)
Efficient Electric Private (Non-Priority)	Heating and insulation measures: ▪ Grant of £700 off the install of upgraded High Heat Retention Storage Heaters with full heating Controls ▪ Grant of 1/3 of costs (up to £500 maximum available per insulation measure) Cavity Wall Insulation and/or Loft Insulation ▪ Fully Funded LED light bulbs	Households with inefficient Electric Storage Heaters greater than 10 years old or non-ERP compliant. Must be homeowner or private tenant.	Fusion Heating Ltd Apply to: Fusion Heating Ltd. Tel: 028 9044 9499 Email: Nisep.applications@fusionheating.co.uk Available throughout Northern Ireland

Appendix 2: Measure Summary

Table 1.1: Priority Domestic Measures Installed 2022/23 by scheme

Primary Bidder	Scheme Name	Loft Insulation	CWI (Full Fill)	CWI (Partial Fill)	Reflective Radiator Panels	HWTJ	LEDs	Heating	Smart heating controls	Shower Flow Regulators	Total installations	No. of properties
Bluebuild Insulation Ltd	Insulate Homes Scheme	209	80	19	0	9	28	0	0	0	345	260
Energystore Ltd	Help to Heat	11	11	0	0	0	0	26	10	5	63	26
Energystore Ltd	Make it Cosy	57	36	5	0	0	0	122	92	105	417	122
Energystore Ltd	Thermal Comfort	267	365	254	0	11	0	0	0	0	897	817
Firmus Energy (Distribution) Ltd	Home Comfort 50/50	31	3	8	0	0	248	62	34	9	395	62
Firmus Energy (Distribution) Ltd	Home Comfort Plus	86	13	23	0	0	620	161	89	32	1,024	161
Fusion Heating Ltd	Housing Association Energy Saver	0	0	0	0	0	0	56	0	0	56	56
Fusion Heating Ltd	Energy Plus Efficient Oil 50/50	21	7	0	17	0	180	47	0	1	273	47
McGaffin Mechanical Ltd	Toasty Homes Plus	39	6	0	0	0	296	78	22	72	513	78
McGaffin Mechanical Ltd	Toasty Homes Cashback	21	0	0	0	0	144	51	4	30	250	51
O'Kane Plumbing & Electrics Ltd	Better Energy Homes Cashback	18	9	5	0	0	92	23	0	0	147	23
O'Kane Plumbing & Electrics Ltd	Better Energy Homes Plus	57	17	17	0	0	620	155	0	0	866	155
Phoenix Natural Gas Ltd	Efficiency Plus 50/50	76	11	2	111	0	448	112	111	112	983	112
Phoenix Natural Gas Ltd	Efficiency Plus - Fully Funded	27	8	0	41	0	164	41	41	41	363	41
SGN Natural Gas Ltd	Warm at Home Cashback	23	0	0	0	0	240	60	3	0	326	60
SGN Natural Gas Ltd	Warm at Home Plus	42	1	4	0	0	317	82	70	3	519	82
Workspace Ltd	Keep Warm	653	61	133	0	97	1,525	0	0	0	2,469	754
TOTAL		1,638	628	470	169	117	4,922	1,076	476	410	9,906	2,907

Table 1.2: Non-Priority (Domestic and Commercial) Measures Installed 2022/23 by scheme

Primary Bidder	Scheme Name	Loft Insulation	CWI (Full Fill)	CWI (Partial Fill)	LEDs	HWTJ	Intelligent Heating Controls	Variable Speed Technologies	Total installations	No. of properties / commercial projects
Energystore Ltd	Help to Insulate	59	189	104		1			353	345
Power NI Energy Ltd	Energy Efficiency				8,655		6	11	8,672	69
TOTAL		59	189	104	8,655	1	6	11	9,025	414

Table 1.3: Innovative Measures Installed 2022/23 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	2	0	0	10	32	10	54	10
Energystore Ltd	Pump up the Heat	7	1	3	0	0	15	26	15
Fusion Heating Ltd	Housing Association Efficient Electric	0	0	0	0	0	44	44	44
TOTAL		9	1	3	10	32	69	124	69

Table 1.4: Priority Whole House Solution (WHS*) Uptake 2022/23 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	Help to Heat	6	10	10	26
Energystore Ltd	Make it Cosy	17	58	47	122
Firmus Energy (Distribution) Ltd	Home Comfort Plus	25	72	64	161
Firmus Energy (Distribution) Ltd	Home Comfort 50/50	7	28	27	62
Fusion Heating Ltd	Energy Plus Efficient Oil 50/50	6	16	25	47
Fusion Heating Ltd	Housing Association Energy Saver	0	0	56	56
McGaffin Mechanical Ltd	Toasty Homes Plus	5	34	39	78
McGaffin Mechanical Ltd	Toasty Homes Cashback	0	21	30	51
O'Kane Plumbing & Electrics Ltd	Better Energy Homes Plus	18	55	82	155
O'Kane Plumbing & Electrics Ltd	Better Energy Homes Cashback	11	9	3	23
Phoenix Natural Gas Ltd	Efficiency Plus 50/50	11	65	36	112
Phoenix Natural Gas Ltd	Efficiency Plus - Fully Funded	7	21	13	41
SGN Natural Gas Ltd	Warm at Home Plus	3	41	38	82
SGN Natural Gas Ltd	Warm at Home Cashback	0	23	37	60
TOTAL		116	453	507	1,076

*Whole House Solution - Properties that availed of all 3 measures: Heating, Wall Insulation & Loft Insulation

Table 1.5: Priority Individual Measures Uptake 2022/23 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	46	162	52	260
Energystore Ltd	Thermal Comfort	68	199	550	817
Workspace Ltd	Keep Warm	93	560	101	754
TOTAL		207	921	703	1,831

Table 1.6: Non-Priority Conventional (Domestic) – Individual Measures Uptake 2022/23 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
Energystore Ltd	Help to Insulate	7	52	286	345
TOTAL		7	52	286	345

Table 1.7: Innovative Whole House Solution (WHS*) Uptake 2022/23 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	2	8	0	10
Energystore Ltd	Pump up the Heat	2	6	7	15
Fusion Heating Ltd	Housing Association Efficient Electric	0	0	44	44
TOTAL		4	14	51	69

*Whole House Solution - Properties that availed of all 3 measures: Heating, Wall Insulation & Loft Insulation

APPENDIX 3 - CUSTOMER TESTIMONIALS

PRIORITY SCHEMES

BB 22 01 MP – Insulate Homes customer - *“Bluebuild installed loft insulation for us to top up the 10cm to 30cm. They were really easy to work with, they booked us in really quickly and allowed us to reschedule when we decided we wanted to put loft stilts in before they installed the insulation. The guys who installed it were friendly, efficient and thorough, they installed vents for us too. Have already recommended them to my parents!”*

FUS 22 04 MP - Housing Association Energy Saver customer - *"In regard to the heating improvements works completed, I can confirm that from carrying out post inspections following the completed works that Choice Housing are happy with the work completed by Fusion Heating Ltd. General workmanship was of a high quality, with minimal snags and high level of customer satisfaction."*

FUS 22 07 MP - Energy Plus Efficient Oil 50/50 customer - *"Very Professional, Everything nice and clean, Excellent standard of work."*

SGN 22 01 MP - Warm at Home Plus customer - *“overjoyed with the recent installation of SGN Natural Gas in her home, describing it as “a life-changing decision” that she wished she “had made sooner”. “The timing couldn't have been more perfect. I looked into it, applied, and my application was approved swiftly for the scheme. The amazing thing was, the day before the SGN Natural Gas representative called out was when the boiler broke! It was just a case of right place, right time.”*

SGN 22 02 MP - Warm at Home Cashback customer – *“Really impressed with the workmanship of the teams that completed the install and was happy with the natural gas.”*

FIR 22 01 MP - Home Comfort Plus customer - *"Very good workmanship, excellent scheme, could not have afforded the work without it."*

FIR 22 02 MP - Home Comfort 50/50 customer - *"Contractors were very tidy and explained all the works taking place. My house is much warmer than before."*

PNG 22 01 MP – Efficiency Plus 50/50 customer *"Excellent installation, very professional installation. Simple application process"*

PNG 22 02 MP - Efficiency Plus - Fully Funded customer – *“Work was carried out incredibly well. Very satisfied with all aspects.”*

OKPE 22 01 MP - Better Energy Homes Plus customer - *"Thank you so much for helping me with the grant scheme, and for a great job fitting it."*

OKPE 22 02 MP - Better Energy Homes Cashback customer - *"Efficiently carried out with a minimum of disruption. Very happy with outcome."*

ESL 22 01 IP - Thermal Comfort customer – *"The house is much warmer and the difference in the bedrooms is fantastic."*

ESL 22 03 MP Make it Cosy customer - *"I couldn't thank you enough as prior to the installation we had no hot water and I have a small child. It has been brilliant."*

ESL 22 05 MP - Help to Heat customer – *"I'm 100% pleased with the service provided and found the heating much easier to control over the winter months."*

MML 22 01 MP – Toasty Homes Plus customer - *"McGaffin arrived fantastically early (before 8am) and were done by 1pm. They were absolutely fantastic, took everything away – no complaints whatsoever. Strongly recommend, 10/10."*

MML 22 02 MP – Toasty Homes Cashback customer - *"They were very helpful, they came out, done the survey and were quick to come back with a quote. Done all in one day, which was brilliant. We've already recommended McGaffin to the wife's sister and my son."*

WORK 22 01 IP - Keep Warm Scheme customer – *"All parties involved carried out their respective task in a professional and cheerful manner."*

NON-PRIORITY SCHEMES

ESL 22 02 I NP - Help to Insulate customer – *"The 2 guys doing the job were very polite and professional."*

PNI 22 01 ONP - Energy Efficiency customer – *"We have made use of the scheme a number of times and found it extremely useful in helping the organisation achieve its energy efficiency and net carbon targets. As an environmental and heritage charity we strive to invest in improvements that help us continue to deliver our charitable benefit while minimising the impact on our environment, NISEP has helped us to do this in many ways. Communication and management of our applications from the team have always been excellent and so we hope to make use of the scheme in the future."*

INNOVATIVE SCHEMES

ESL 22 04 IV P - Pump Up The Heat customer – *"Very pleased with both the system and the installation staff."*

FUS 22 05 IV P - Housing Association Efficient Electric customer - *"In regard to the heating improvements works completed, I can confirm that from carrying out post inspections*

following the completed works that Connswater Housing are happy with the work completed by Fusion Heating Ltd. General workmanship was of a high quality, with minimal snags and high level of customer satisfaction."

KORE 22 01 IV P - Whole House Warmer Homes NI customer – *"We are absolutely delighted at the difference the work to the house has made. The damp smell and mould has not been a problem since the work has been completed".*

APPENDIX 4 – CUSTOMER COMPLAINTS PROCESS

Primary Bidders are responsible for resolving customer complaints in the first instance. Customers are advised to contact their installer in the first instance (this may be a subcontractor to a Primary Bidder or be the Primary Bidder directly). The Primary Bidder should ensure that customer satisfaction is achieved. In instances where the Primary Bidder cannot resolve a complaint, the customer should contact the Energy Saving Trust for mediation. The Energy Saving Trust will then liaise directly with the customer and the Primary Bidder to aid resolution.

Any customer complaints received throughout the NISEP year must be documented and reported on. Where customer complaints are related to the quality of installations, the Primary Bidder must ensure that the NISEP install is re-inspected by the independent quality inspector, who will verify that all issues are resolved and there are no quality concerns. This will be reviewed as part of the interim reporting schedule.

If there are significant customer complaints received, this may lead to a proportion of funding being withheld until the Primary Bidder can provide sufficient evidence to both Energy Saving Trust and the Utility Regulator to show that the situation has been rectified and quality requirements are being met.