

**energy
saving
trust**

Northern Ireland Sustainable Energy Programme

NISEP Annual Report

2024/25

Energy Saving Trust
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1. Executive Summary

This annual report reviews the performance of the 2024/25 Northern Ireland Sustainable Energy Programme (NISEP) schemes, outlining the measures installed, financial benefits to customers and the energy (GWh) and carbon savings associated. Please refer to the Glossary in section 11 for explanations of the key terms used throughout this report.

For 2024/25, the initial NISEP fund was **£7,941,946**, including Programme Administrator fees, (as set out in the NISEP Framework Document), and was collected evenly across all units of electricity consumed. The total NISEP spend on schemes at year end was **£7,662,216** and any underspend noted at year end was carried forward into 2025/26. Please note that the NISEP funding available varies from year to year, as although the £7,941,946 published in the Framework Document remains static, underspends are carried forward for use from the previous year.

The 2024/25 NISEP is the first time schemes have been delivered and reported on in the second year of a two-year Framework Document (2023–25). The rationale for moving to a two-year programme included the opportunity to provide greater continuity and certainty for customers, Primary Bidders and sub-contractors and help improve uptake for non-domestic/commercial schemes

As set out in the NISEP 2023/25 Framework Document, approved schemes run for two full NISEP years, subject to satisfactory performance in 2023/24 and meeting the criteria defined in the Framework Document. A total of 22 schemes were approved for NISEP 2024/25; however, one Primary Bidder withdrew two innovative heat pump schemes during the year, these were the same two schemes previously withdrawn by the same Primary Bidder in 2023/24.

Although 20 schemes were delivered by the same Primary Bidders in 2023/24 as 2024/25, there were some year-on-year differences. One scheme (Efficiency Plus Heat Pump) approved could not proceed in 2023/24 (due to heat pump monitoring requirements still being finalised) and this was subsequently delivered in 2024/25. The purpose of the technical heat pump monitoring was to assess how the systems performed in real homes in Northern Ireland, to understand how this compares with wider evidence, and to identify lessons for future deployment. In contrast, one scheme (Make it Cosy) that operated in 2023/24 was withdrawn by the Primary Bidder and was therefore not included in the 2024/25 funding allocations. Therefore, overall, the total number of schemes delivered in 2024/25 remained consistent with 2023/24.

Additional funding was allocated to 2024/25 schemes following confirmation of underspend in 2023/24. Also, funding associated with withdrawn schemes, along with

funding returned during the NISEP year due to low uptake, was redistributed to successful oversubscribed schemes to maximise in-year spend and associated energy savings.

Winter 2024/25 was marked by periods of very cold weather and unprecedented storm events including Storm Éowyn, which had a substantial knock-on impact on delivery. This resulted in delays on CWI installations due to low temperatures affecting installation suitability, as well as storm-related disruption, including difficulties securing roofing contractors and delays to installing ventilation works (e.g. loft vents), across Northern Ireland. Despite these challenges, an overall underspend of approximately £258k was recorded at the end of the 2024/25 period, including £80k that remained unallocated to any scheme and a further £20k that was not required for heat pump monitoring equipment. This represents a reduction compared to the previous year, which reported an underspend of approximately £380k, reflecting improved utilisation of funding, supported in part by the flexibility of the two-year programme approach.

The £186k increase in NISEP funding spent compared to the previous year was due to a combination of factors. These included one scheme that could not proceed in 2023/24, with funding carried forward due to heat pump monitoring requirements still being finalised, and subsequently delivered in 2024/25, alongside the utilisation of underspend carried forward from 2023/24.

Despite the increase in funding, the total number of measures delivered decreased by 2,251, with domestic measures falling by 1,236 and non-domestic measures by 1,015. However, this decline is largely explained by a reduction of 2,064 LED measures, 1,004 in the non-domestic sector and 1,060 in the domestic sector. As LEDs are relatively low-cost measures, this trend is reassuring and likely indicates that many households already have LED lighting in place and were not required. The reduction in LED installations, particularly within the domestic sector, reflects the high level of uptake already achieved; therefore, future scheme design may wish to consider whether continued funding of this measure provides additional benefits.

Domestic spend increased by £245k, while non-domestic spend decreased by £59k, resulting in the overall £186k increase. Within the domestic schemes, funding for Whole House Solution (WHS) packages (which included both heating and insulation measures) increased by £433k, while spend on insulation only schemes decreased by £188k. Insulation only schemes typically deliver a higher number of measures for a lower cost, whereas WHS schemes are more expensive per property and therefore result in fewer measures overall.

Across domestic schemes, it is encouraging to see a gradual increase in the proportion of properties receiving combined heating and insulation measures, and a welcome reduction in heating-only installations (down from 55% to 52%). Similarly, within

insulation-only installations, dual measure (Loft and Cavity Wall Insulation) uptake has increased from 12% to 16%.

Rising delivery costs, including labour, raw materials and overheads, continued to influence installation rates in 2024/25. These increases were driven by general inflationary pressures, including higher material and labour costs, alongside changes to the National Minimum Wage. Increased subcontractor rates also contributed to these cost pressures, impacting delivery levels.

The programme also introduced two key changes for 2024/25: updated income eligibility criteria to better target support based on household need, and in-year adjustments to cavity wall insulation extraction and refill caps. These extraction and refill jobs are only permitted where the existing insulation material is defective, and the property is more than 20 years' old. For Priority Whole House Solution schemes, the 30% cap was removed. For Priority Individual Measures schemes, the cap was increased from 30% to 50% of all cavity wall insulation jobs. As these installations generally involve higher average costs as the extraction process is more complicated, and with a noticeable increase in the number of these jobs in 2024/25, there has been an impact to the overall number of measures delivered. Cavity wall insulation trends also shifted compared to the previous year, with full-fill installations increasing from 52% to 67% of all cavity wall insulation measures.

This explains why, although spending increased in 2024/25, it did not result in a corresponding increase in the total number of measures delivered and number of properties benefiting from NISEP.

Lifetime carbon savings have decreased by 1,013 tonnes, with the most significant contributor being a reduction of 120 heating installations under the Housing Association Energy Saver scheme compared to the previous year, which had the greatest impact on the overall carbon savings. Additionally, carbon savings cannot be attributed to the extraction element of Cavity Wall extract and refill jobs and there was an increase in the numbers of these delivered with the increase in the caps set.

In terms of gross customer benefit (GCB), there has been an overall increase of £216k. There were a number of variances across the schemes, with both increases and decreases, largely driven by the mix of measures delivered. When considered collectively, the measures installed in this period resulted in a higher GCB. It is also worth noting that the deferral of the Efficiency Plus Heat Pump" scheme from 2023/24 to 2024/25 contributed to an increase in GCB of £290k alone, whilst the withdrawal of the 'Make it Cosy' scheme from 2024/25 contributed to a reduction in GCB of £345k.

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

| | 2024/25 | 2023/24 |
|---|--------------|-------------|
| NISEP funding spent (£) * | £7,662,216** | £7,475,977 |
| Total lifetime energy savings (GWh) | 384.120 | 393.416 |
| Total lifetime carbon saved (tC) | 30,147 | 31,160 |
| Total lifetime CO2e saved (tC) | 110,529 | 114,220 |
| Gross lifetime customer benefits (£) | £24,440,864 | £24,224,459 |
| Total incentives earned (£) | £0*** | £0*** |
| Total no. of domestic properties | 2,484 | 2,792 |
| Total no. of non-domestic properties/premises | 75 | 81 |

* NISEP funding spent excludes Programme Administration costs.** The increase in NISEP funding spend is due to a combination of factors, including one scheme that could not proceed in 2023/24, due to heat pump monitoring requirements still being finalised, but was delivered in 2024/25, along with the utilisation of underspend carried forward from 2023/24.*** No incentives were earned. Incentives are no longer payable and have been removed from future NISEP schemes commencing 1 April 2025.

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 NISEP 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 2024/25 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. 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. In addition, NISEP introduced a new category to support 'Whole House Solution Innovative' schemes in 2023/24, offering a fully funded grant specifically targeting homeowners. However, the one scheme approved under this category was unable to proceed in 2023/24, due to heat pump monitoring requirements still being finalised, but was delivered in 2024/25 and is therefore included in this report. Although classified as a Priority scheme within the 80% ringfence, this scheme will be reported under the 'Innovative Category' to ensure all innovative schemes are presented together.

The original funding allocation by category at the start of the year, before any scheme withdrawals, amounted to £7.48m and was distributed as follows:

Priority schemes: £5,502,427

Non-Priority Domestic and Non-Domestic/Commercial schemes: £767,567

Innovative schemes: £1,213,558*

* This figure includes £172k carried over from 2023/24 for the Efficiency Plus Heat Pump scheme. It also reflects the inclusion of two innovative heat pump schemes that were withdrawn during the NISEP year. Notably, all 'innovative' schemes delivered in 2024/25 were targeted at only Priority customers.

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 jackets
- Reflective radiator panels
- Low-flow/eco shower heads

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

- Insulation 'cash-back' grants for cavity wall and loft insulation
- Variable speed technology
- Solar PV
- Boiler replacement
- LED lighting
- Intelligent heating controls

In the Innovative categories, measures included:

- High heat retention electric storage heaters
- Solid wall insulation
- Air source heat pumps

3. Key changes to the NISEP 23/25 Framework Document (Addendum Feb 2024)

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, auditor and stakeholder feedback.

The main changes to highlight in the Addendum (dated Feb 2024) to the NISEP 2023/25 Framework Document were as follows:

- To support the Air Source Heat Pump scheme delivered in 2024/25, a new Appendix was included setting out comprehensive requirements across eligibility, delivery, customer engagement, monitoring, and reporting, building on the preparatory work undertaken in 2023/24.

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. 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.

This update strengthened overall scheme quality by embedding clear standards for customers as early adopters including increased transparency, post-install support, and performance assurance, while also formalising monitoring, payment claim, and end-of-year reporting requirements to ensure a high standard of delivery and oversight.

- To reinforce transparency and accountability, we introduced clearer distinctions between Scheme Partners and Sub-contractors, setting out their respective roles and contributions (e.g. partners as strategic contributor's vs subcontractors delivering works on behalf of the Primary Bidder). Strengthened governance requirements by, conflict of interest declarations (where partners are appointed), and clear identification of partners involved in scheme development. Clarified that relationship management arrangements must be outlined, with full accountability for compliance resting with the Primary Bidder, who is ultimately responsible to the Utility Regulator for adherence to the Framework Document.

- To provide flexibility to incorporate additional funding streams during the scheme year, while ensuring clear governance, a new provision was introduced outlining how additional Government funding should be treated. This clarifies that such funding may be subject to specific conditions which can override standard NISEP requirements where applicable and confirms it is separate from the PSO and not eligible for incentive payments, ensuring clear boundaries on eligibility, compliance, and financial treatment.
- To strengthen financial control and accountability in the claims process, it was clarified that Primary Bidders had no opportunity to amend underclaims once approved. Any additional works must be agreed in advance with Energy Saving Trust, and any overclaimed funding must be repaid, ensuring robust oversight and proper use of NISEP funding.
- Following feedback from stakeholders, including Primary Bidders, and recognising wider economic factors such as increases in minimum wage, the income criteria were updated to better direct support based on household need and scheme type for 2024/25. This included differentiating between 'whole house solution' schemes and 'individual measures' schemes.

While thresholds for non-contribution whole house solution priority schemes remained unchanged (£28k single / £35k couple or single parent) due to the existence of substantial waiting lists, higher income limits were introduced for customer contribution whole house priority schemes (increasing from £35k to £45k for single households and from £40k to £50k for couples/single parent families) to make them more accessible. For non-contribution 'individual measures' priority schemes, the single person threshold remained at £28k, while the couple/single parent threshold increased from £35k to £40k.

This helps extend support to more households and aligns with the different scheme types.

- To strengthen customer protection and formalise requirements already communicated during 2023/24, new provisions were added clarifying that Primary Bidders are responsible for ensuring customers fully understand the running costs and financial implications of heating conversions. This includes providing clear energy advice, managing any post-install cost concerns, and obtaining signed customer declarations prior to works proceeding (alongside confirmation from the Primary Bidder through the payment claim process), to demonstrate that this information has been communicated and understood, supporting audit and accountability.

- Not included in the Addendum to the Framework Document but communicated mid-year and introduced to provide greater flexibility in delivery and respond to feedback from Primary Bidders, changes were made to the cavity wall insulation extraction and refill caps. The 30% cap was removed for Priority Whole House Solution schemes, while for Priority Individual Measures schemes the cap increased from 30% to 50% of all Cavity Wall Insulation jobs. This aimed to reduce delivery constraints, better reflect property conditions on the ground, and enable schemes to progress more effectively where additional works were required.
- Introduced a requirement to provide Building Control/Planning Permission information specifically before work commences which clearly outlines any customer actions required, to ensure customers understand and take the necessary steps to secure Building Control/Planning approval and obtain completion certification.
- Updated State aid guidance to reflect current requirements and ensure alignment with obligations.
- To strengthen customer protection and transparency, added a requirement for Primary Bidders to have a clear appeals and complaints process in place, ensuring applicants understand how to raise issues and access escalation or mediation where required.

4. Funding utilisation and outturn

Although 20 schemes were delivered by the same Primary Bidders in 2023/24 as 2024/25, there were some year-on-year differences, as mentioned previously. However, overall, there was a total number of 20 schemes delivered.

The following tables summarise the number of schemes delivered per Primary Bidder and per category.

Table 4.1 Summary of delivered schemes by Primary Bidder

| Primary bidder | No. of schemes |
|---|----------------|
| Airpacks Ltd t/a Kore System Ltd | 1 |
| Bluebuild Insulation Ltd | 1 |
| Energystore Ltd | 1 |
| SSE Airtricity Energy Services (NI) Ltd | 3 |
| McGaffin Mechanical Ltd | 2 |
| O’Kane Plumbing & Electrics Ltd | 2 |
| Phoenix Energy Group Ltd | 5 |
| Power NI Energy Ltd | 1 |
| SGN Evolve Network Ltd | 2 |
| Workspace Ltd | 2 |
| Total | 20 |

Table 4.2 Breakdown of schemes by category

| Scheme category | No. of schemes |
|---------------------------|----------------|
| Priority * | 13 |
| Non-Priority Conventional | 3 |
| Innovative | 4 |
| Total | 20 |

* ‘Priority’ excludes Priority Innovative schemes which are reported in the ‘innovative’ category

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

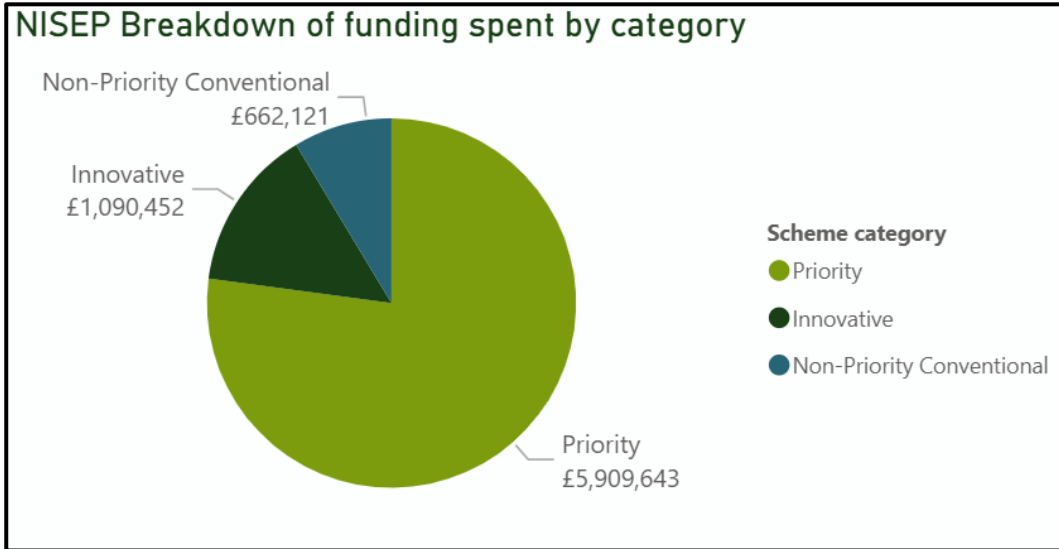


Figure 4.4 Lifetime energy savings by category (GWh)

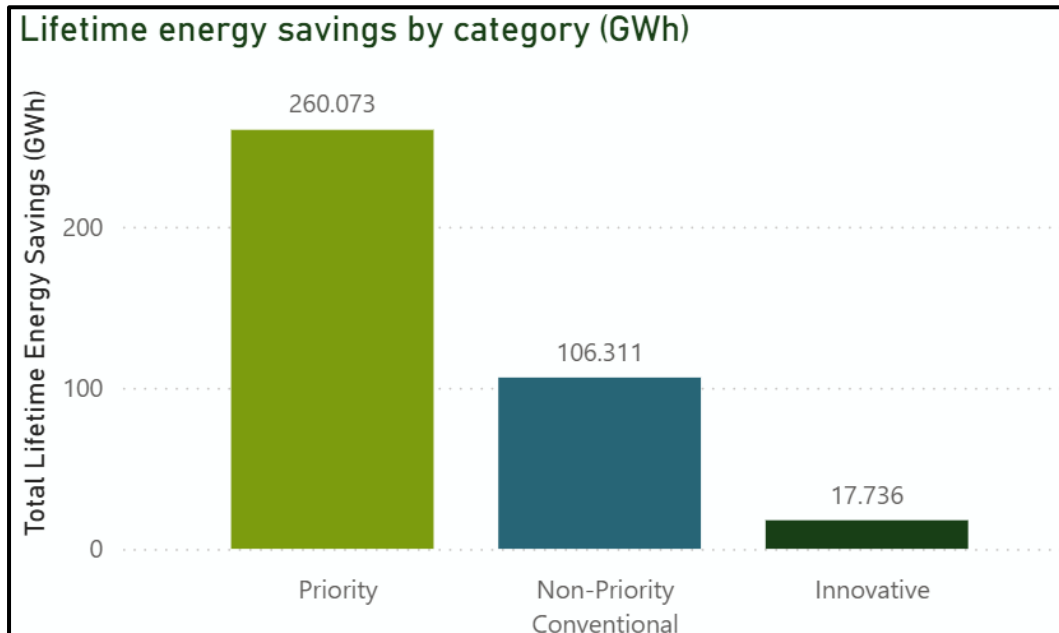
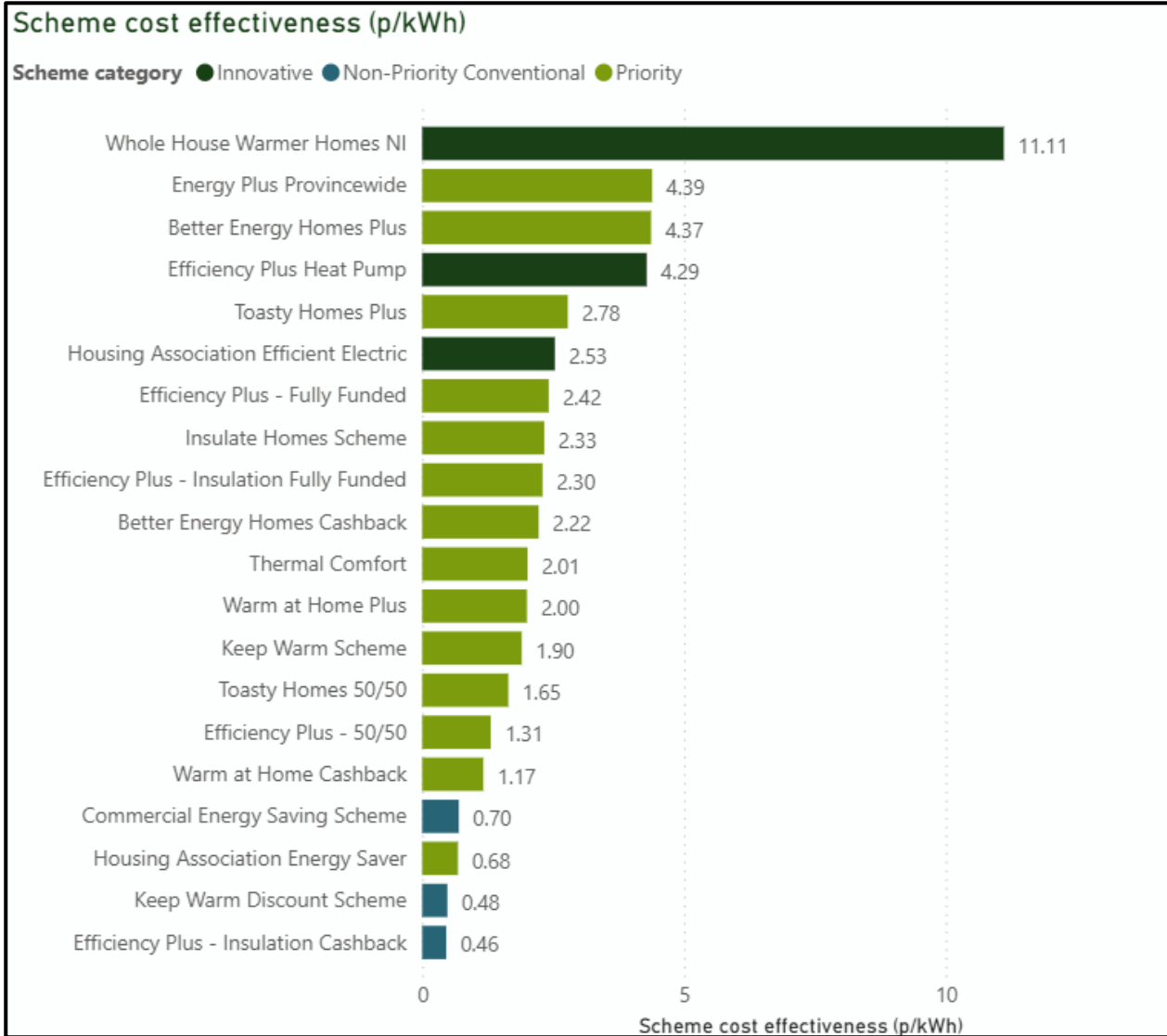


Figure 4.5 Priority, Non-Priority, and Innovative scheme cost effectiveness



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 remains the most cost-effective scheme, while Whole House Warmer Homes NI continues to be the least cost-effective, consistent with 2023/24. Overall, the chart shows a broad variation in cost-effectiveness, ranging from below 1 p/kWh to over 11 p/kWh, also in line with 2023/24. Schemes tend to be more cost-effective when the average cost per measure is lower, third-party funding is sourced, a customer contribution is required, and NISEP 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 24 01 I P | Insulate Homes Scheme | £496,856 | 21.297 | 1,499 | 5,495 | £1,198,940 |
| ESL 24 01 I P | Thermal Comfort | £788,728 | 39.171 | 2,756 | 10,106 | £2,362,850 |
| FUS 24 01 M P | Energy Plus Provincewide | £578,075 | 13.157 | 1,220 | 4,472 | £592,243 |
| FUS 24 04 IV P | Housing Association Efficient Electric | £132,070 | 5.213 | 354 | 1,298 | £373,064 |
| FUS 24 05 M P | Housing Association Energy Saver | £37,800 | 5.538 | 588 | 2,154 | £161,243 |
| KORE 24 01 IV P | Whole House Warmer Homes NI | £686,074 | 6.175 | 463 | 1,696 | £413,067 |
| MML 24 01 M P | Toasty Homes Plus | £458,745 | 16.486 | 1,546 | 5,667 | £742,579 |
| MML 24 02 M P | Toasty Homes 50/50 | £199,991 | 12.150 | 1,113 | 4,080 | £589,126 |
| OKPE 24 01 M P | Better Energy Homes Plus | £754,004 | 17.243 | 1,324 | 4,853 | £892,687 |
| OKPE 24 02 M P | Better Energy Homes Cashback | £221,500 | 9.957 | 848 | 3,110 | £471,565 |
| PNG 24 01 M P | Efficiency Plus – Fully Funded | £608,632 | 25.168 | 2,390 | 8,763 | £1,173,389 |
| PNG 24 02 M P | Efficiency Plus 50/50 | £269,006 | 20.536 | 1,948 | 7,143 | £963,501 |
| PNG 24 03 IV P | Efficiency Plus Heat Pump | £272,308 | 6.348 | 447 | 1,638 | £289,813 |
| PNG 24 04 I P | Efficiency Plus – Insulation Fully Funded | £104,358 | 4.538 | 319 | 1,171 | £351,833 |
| PNG 24 05 I NP | Efficiency Plus – Insulation cashback | £68,270 | 14.848 | 1,045 | 3,831 | £1,133,918 |
| PNI 24 01 O NP | Commercial energy saving scheme | £493,128 | 70.537 | 4,896 | 17,943 | £7,923,825 |
| SGN 24 01 M P | Warm at Home Plus | £315,972 | 15.791 | 1,573 | 5,769 | £613,645 |
| SGN 24 02 M P | Warm at Home Cashback | £74,599 | 6.384 | 642 | 2,354 | £235,167 |
| WORK 24 01 I P | Keep Warm Scheme | £1,001,375 | 52.659 | 3,705 | 13,586 | £2,783,996 |
| WORK 24 02 I NP | Keep Warm Discount Scheme | £100,723 | 20.927 | 1,472 | 5,399 | £1,174,413 |
| Total * | | £7,662,216 | 384.120 | 30,147 | 110,529 | £24,440,864 |

* Where relevant, total figures have been rounded

5. Priority Domestic schemes summary (excludes Priority Innovative)

Of the total **£7,662,216** NISEP funding spent, **£5,909,643** (77%) was spent on Priority Domestic schemes, targeting vulnerable and lower-income households. This is slightly below the 80% ring-fenced allocation for Priority schemes, as the 'Efficiency Plus Heat Pump' scheme while included within this ringfence, has been reported under the innovative category alongside other innovative schemes. If this scheme were grouped with the other Priority schemes, total spend would reach 81%, closely aligning with the ring-fenced target.

This represents a £165k reduction in spend compared to the previous year. A key contributing factor of the decrease in this category, was the withdrawal of the 'Make It Cosy' scheme, which accounted for £181k of spend in 2023/24.

A total of **14** Priority schemes delivered **6,991** energy efficiency installations, benefiting **1,995** properties. This represents one fewer scheme than in 2023/24 due to the discontinuation of the 'Make it Cosy' scheme, and an overall reduction of 1,777 measures and 456 properties supported compared to the previous NISEP year.

Five 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 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. This ensures that energy savings are maximised and wherever possible the thermal comfort of properties is upgraded during a NISEP intervention. 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

| Measure | No. of measures |
|---------------------------------|-----------------|
| Loft insulation (LI) | 1,268 |
| Cavity wall insulation (CWI) | 695 |
| LEDs | 3,218 |
| Low-flow/eco showerheads | 453 |
| Hot water tank jackets | 83 |
| Heating replacements | 703 |
| Smart heating controls | 312 |
| Reflective radiator panels | 259 |
| Total measures installed | 6,991 |
| Total no. of properties | 1,995 |

Several key factors influenced both the number of Priority Domestic measure installations and the number of properties benefiting from NISEP 2024/25 funding.

There was a notable reduction of 1,777 measures installed and 456 properties benefitting from NISEP, and although increases and decreases were observed across all schemes, the majority of this overall reduction is largely attributable to two schemes. The Keep Warm scheme experienced a reduction of 1,156 insulation measures. In addition, tenants of the Housing Association Energy Saver Scheme only required heating measures in 2024/25, resulting in a reduction of 641 measures overall. This was driven by fewer LED installations (down by 484), heating systems (down by 120), and insulation measures (down by 37). Both schemes also recorded lower levels of spend compared to 2023/24, with reductions of £200k and £131k respectively, which explains the decrease in installations across these schemes. While SSE Airtricity Energy Services (NI) Ltd underspent within this scheme, the funding was reallocated to support their other schemes. However, this reallocation impacted installation numbers, as funding was moved from a WHS part-funded scheme, which would typically deliver a higher number of measures. In contrast, Workspace Ltd returned £200k to NISEP for redistribution.

Overall, Domestic schemes spent £165k less in NISEP funding compared to 2023/24. The most prominent changes included a reduction of 1,347 LED installations, 304 fewer cavity wall insulation (CWI) measures, 58 fewer loft insulations (LI), and a decrease of 102 heating measures. There were also smaller decreases in 'additional measures', smart heating controls (down by 9) and hot water tank jackets (down by 39). However, this was partially offset by increases in water widgets (up by 17) and reflective radiator panels (up by 65).

It is important to note that, although there was a reduction in uptake of partially funded measures between 2022/23 and 2023/24, participation in the customer contribution Whole House Solutions (WHS) schemes remained stable, with 224 customers in 2024/25 compared to 223 in the previous year.

Rising delivery costs, including labour, raw materials and overheads, continued to affect installation rates in 2024/25. In addition, following feedback from Primary Bidders on the extraction and refill CWI cap, changes were made in-year to better reflect demand and the existing fabric at households applying for NISEP funding. For Priority Whole House Solution schemes, the 30% cap was removed. For Priority Individual Measures schemes, the cap was increased from 30% to 50% of all cavity wall insulation jobs. As these installations generally involve higher average costs when extraction has been included, and with a noticeable increase in the number of these jobs in 2024/25, this has impacted the number of measures delivered. Cavity wall insulation trends also shifted, with full-fill installations increasing from 52% to 67% of all cavity wall insulation measures.

These combined factors resulted in a total reduction of 1,777 measures installed.

Table 5.2 Summary of Priority Domestic heating replacements

| Heating replacement | No. of measures |
|--|-----------------|
| Gas boiler upgrade | 43 |
| No central heating to gas | 4 |
| Oil boiler upgrade | 155 |
| Oil to gas | 491 |
| Solid fuel central heating to gas | 6 |
| Solid fuel central heating to oil | 2 |
| High heat retention electric storage heaters | 2 |
| Total no. of measures/properties | 703 |

Compared to 2023/24, total heating replacement measures decreased by 102, falling from 805 to 703 in 2024/25. As noted earlier, while increases and decreases occurred across all schemes, the majority of this reduction is attributable to the Housing Association Energy Saver Scheme, which recorded 120 fewer heating installs, in line with a significantly lower level of spend compared to 2023/24.

Unlike other schemes in this category, where heating measures are either fully funded or supported by higher NISEP grant contributions (such as 50% under customer contribution schemes), this scheme operated with a fixed grant of £1,000 per installation. As this represents a lower level of support per measure, the decrease in these installations would have had a more pronounced impact on overall outturn figures.

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 70%, slightly higher than the previous year, at 67%.

The largest reductions were seen in oil to gas conversions (down by 50), gas boiler upgrades (down by 30), and oil boiler upgrades (down by 19). Smaller decreases were recorded across several other heating replacements, including LPG to gas conversions (down by 2), solid fuel to gas (down by 1), and high heat retention electric storage heaters (down by 3).

There were only minor increases in a small number of measures, with installations for properties moving from no central heating to gas rising by two, and solid fuel to oil conversions increasing by one.

Overall, the mix of heating installation types remained broadly similar to the previous year, continuing to be dominated by oil to gas conversions and oil boiler upgrades. While the total number of installations decreased, the proportion of each heating type remained largely consistent, aside from a slight reduction in gas boiler upgrades.

Insulation uptake within the WHS category remained broadly consistent with the previous year, with 12% of properties receiving both cavity wall and loft insulation (compared to 11% in 2023/24). Similarly, the proportion of properties receiving either cavity wall and/or loft insulation was 42%, up slightly from 39% in 2023/24.

Under NISEP, WHS schemes must be designed to maximise the number of measures installed per household, with insulation installed where required, unless there are clearly documented exceptional circumstances. According to Primary Bidders, insulation was not installed in some cases because it was already in place and met current standards, or the property was unsuitable.

A review of insulation-only schemes shows a positive trend, with the proportion of properties receiving both cavity wall and loft insulation increasing from 11% in 2023/24 to 16% in 2024/25 in this Priority category.

NISEP continues to emphasise the importance of insulation in improving energy efficiency. To ensure the correct measures are identified and implemented, each property must initially undergo a comprehensive technical survey to accurately assess insulation requirements before work commences.

Table 5.3 Priority Domestic comparative outturn against 23/24

| | 2024/25 | 2023/24 |
|--------------------------------------|-------------|-------------|
| NISEP funding spent (£) * | £5,909,643 | £6,074,190 |
| Total lifetime energy savings (GWh) | 260.073 | 289.220 |
| Total lifetime carbon saved (tC) | 21,470 | 23,825 |
| Total lifetime CO2e saved (tC) | 78,724 | 87,337 |
| Gross lifetime customer benefits (£) | £13,132,764 | £14,645,822 |
| Total incentives earned (£) | £0 | £0 |

Energy savings achieved in the Priority category totalled **260.073 GWh**, a reduction of 29.147 GWh compared to the previous year. This accounts for approximately **68%** of the total energy savings achieved, down from 74% in 2023/24.

The measures installed delivered a lifetime GCB of **£13,132,764** for vulnerable households in Northern Ireland. While this remains a significant outcome, it represents a decrease of £1.51m compared to the previous year. The reduction in energy savings and overall customer benefit is largely attributable to a £165k decrease in NISEP spend, alongside fewer heating and insulation measures, and a significant reduction in LED installations.

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

Of the total **£7,662,216** NISEP funding spent, **£662,121** was spent on Non-Priority Conventional schemes (both Domestic and Non-Domestic/Commercial), representing **9%** of the total expenditure, consistent with outturn of 2023/24.

This reflects a very small year-on-year reduction in spend of approximately £9k. While domestic expenditure in this category increased by £50k, there was a £59k decrease in the non-domestic/commercial category.

The underspend in the non-domestic/commercial category arose primarily from a number of late project cancellations, with some occurring too close to the scheme deadline to allow funding to be reallocated. These cancellations were linked to factors such as projects not being completed within required timescales, incomplete documentation, ineligible works, and reduced engagement from customers or contractors.

Lessons learned highlight the importance of early validation and ongoing monitoring throughout delivery. It is recognised that commercial projects are often bespoke and can evolve between application and completion, which can increase the risk of delays or changes to scope. Strengthening eligibility checks at an early stage, ensuring documentation requirements are clearly understood and met, and maintaining regular engagement with customers and contractors would help to reduce the risk of underspend. Maintaining a pipeline of reserve projects that can be mobilised, where time allows for completion before year end, will help support the effective use of funding when cancellations occur.

The same three Non-Priority Conventional schemes were delivered in 2024/25 as in 2023/24, two domestic insulation-only schemes and one non-domestic/commercial scheme. This resulted in 4,829 measures being installed, benefiting 341 domestic properties and supporting 75 non-domestic/commercial projects. This is a reduction of 635 measures compared to the previous NISEP year. However, while there were 6 fewer non-domestic/commercial projects, an additional 102 domestic properties benefited. While insulation installations increased within the domestic category, reflecting higher spend in that area, the decrease in non-domestic/commercial expenditure and a reduction of over 1,000 LED installations (typically low-cost measures), had the most significant impact on overall installation numbers.

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. They also included fully funded additional measures, ranging from LED lighting to measures such as low flow/eco showerheads.

Table 6.1 Summary of Non-Priority (Domestic & Non-Domestic/Commercial) measures installed

| Measure | No. of measures |
|--|-----------------|
| Domestic | |
| Loft Insulation | 204 |
| Cavity Wall Insulation | 183 |
| Hot water tank jacket | 1 |
| Low-flow/eco showerhead | 136 |
| LEDs | 544 |
| Non-Domestic/Commercial | |
| Variable Speed Technology | 21 |
| LEDs | 3,715 |
| Intelligent Heating Controls | 6 |
| Boiler upgrade | 3 |
| Solar PV | 16 |
| Total | 4,829 |
| Total no. of Domestic properties | 341 |
| Total no. of Non-Domestic/Commercial projects | 75 |

Compared to the previous year, there was an increase of 109 cavity wall and loft insulation installations, alongside smaller rises in hot water tank jackets (up by 1), low-flow/eco showerheads (up by 59), and variable speed technology (up by 12). While these increases are positive, delivery levels could have been higher. Rising costs in 2024/25, including labour, raw materials, and overheads, continued to impact installation rates. However, the effect was less significant for these schemes compared to fully funded Priority schemes, where cost increases have a greater influence on the number of installations delivered.

These increases were outweighed by reductions across other measures, including 793 fewer LED installations. Although there were 211 more LEDs installed in the Non-Priority

domestic sector, the majority of the overall reduction occurred within the non-domestic/commercial scheme, which fell by 1,004. There were also seven fewer intelligent heating controls and 16 fewer solar PV systems, which helps to explain with the reduction in spend in this category, in comparison to the previous year.

Although across the programme, there was an overall increase in dual measure uptake (Loft and Cavity Wall Insulation), a review of insulation-only schemes in this category shows a slight reduction in dual measure uptake, falling from 16% in 2023/24 to 13%. This is alongside a similar decline in loft insulation-only installations (from 51% to 46%) and an increase in CWI-only installations (from 33% to 40%).

Table 6.2 Non-Priority Conventional comparative outturn against 23/24

| | 2024/25 | 2023/24 |
|--------------------------------------|-------------|------------|
| NISEP funding spent (£) * | £662,121 | £671,455 |
| Total lifetime energy savings (GWh) | 106.311 | 97.640 |
| Total lifetime carbon saved (tC) | 7,414 | £6,873 |
| Total lifetime CO2e saved (tC) | 27,173 | 25,191 |
| Gross lifetime customer benefits (£) | £10,232,157 | £9,160,241 |
| Total incentives earned (£) | £0 | £0 |

A total of **106.311 GWh** was achieved in the Non-Priority category an increase to the previous year, largely driven by higher levels of insulation installations and increased GWh savings from the non-domestic/commercial projects delivered. This represents approximately **28%** of overall energy savings, a slight increase from 25% in 2023/24. The majority of this 28% continues to be delivered by the Non-Priority Non-Domestic/Commercial scheme, accounting for 18%, unchanged from the previous year.

A total GCB of **£10,232,157** was achieved, representing a significant increase of £1.1 million compared to 2023/24. This includes a £603k rise in the domestic sector and a £469k increase in the non-domestic/commercial scheme.

In the domestic sector, this uplift can be attributed to a higher spend and greater uptake, with higher number of insulation measures installed, which deliver long-term savings over extended lifetimes of up to 40 years.

Although fewer individual measures were delivered under the Non-Priority Non-Domestic/Commercial scheme, those installed achieved higher energy, carbon, and financial savings. In general, commercial schemes and large-scale projects tend to deliver greater energy, carbon, and financial benefits than domestic measures, which explains the consistently higher share of savings attributed to this category.

Within the non-domestic/commercial sector, these increases are largely driven by the installation of higher-impact measures such as variable speed technology because of their associated outturn savings.

Overall, total energy savings, carbon savings, and GCB increased compared to 2023/24.

7. Innovative schemes summary

The Innovative category within NISEP is intended to encourage the development and delivery of emerging and proven energy efficiency and renewable technology schemes, including measures such as air source heat pumps, that have the potential to outperform traditional approaches in reducing energy use and carbon emissions. These initiatives provide a platform for demonstrating innovative solutions that align with Northern Ireland's broader decarbonisation goals. Research projects that aim to fund unestablished technologies are not permitted under NISEP.

Two of the Innovative schemes delivered in 2023/24 were also delivered in 2024/25, targeting Priority customers and installing measures such as high heat retention electric storage heaters and solid wall insulation. A further scheme (Efficiency Plus Heat Pump), which had been approved but did not proceed in 2023/24 due to a delay in finalising heat pump monitoring requirements, was delivered in 2024/25. This accounts for some of the variances in outturn figures compared to the previous year. Please note that, although this scheme falls within the 80% Priority ringfence, it will be reported under the 'Innovative' category to ensure all innovative schemes are presented together.

Of the total £7,662,216 NISEP funding spent, **£1,090,452** (14%) was spent on Priority Innovative Domestic schemes, targeting vulnerable and lower-income households. This represents an increase of 4% from 10% in 2023/24, as well as a funding increase of £360k in this category. While spend increased across schemes also delivered in 2023/24, the most remarkable uplift is attributable to the inclusion of the Efficiency Plus Heat Pump scheme. This scheme was supported by funding carried forward from 2023/24 alongside funding awarded in 2024/25, collectively accounting for £272k of the increase.

In total, the three innovative schemes delivered **374** energy efficiency measures, benefiting **148** properties and included **14** air source heat pumps. This represents an overall increase of 161 measures and 46 properties compared to the previous year. NISEP facilitates access to innovative technologies by targeting vulnerable and lower-income households and ensuring that early adoption is not solely limited to 'able to pay' customers. While these increases are positive, delivery levels could have been higher, with rising costs in 2024/25, including labour, raw materials, and overheads, continuing to impact installation rates.

Across these three schemes targeting Priority customers, one focused on Housing Association properties with inefficient electric storage heaters, offering a NISEP grant of £1,200 towards high heat retention electric storage heaters and £200 towards loft and/or cavity wall insulation (up to a maximum of £400 for insulation). It also included a 50% grant towards the installation of an air source heat pump, along with an additional 50%

grant for cavity wall and/or loft insulation; however, there was no uptake of the combined heat pump and insulation offer under this scheme. The second scheme targeted homeowners, providing fully funded measures including solid wall insulation, a heating system upgrade (oil, gas or electric), and loft insulation where required. The third scheme also targeted homeowners, offering fully funded installation of an air source heat pump, alongside loft and cavity wall insulation where needed. All three schemes included fully funded additional measures, ranging from LED lighting to measures such as low flow/eco showerheads, reflective radiator panels, and hot water tank jackets.

Table 7.1 Summary of measures installed in the Innovative category

| Measure | No. of measures |
|---------------------------------|-----------------|
| Solid wall insulation | 27 |
| Loft insulation | 21 |
| Cavity wall insulation | 4 |
| Heating replacements | 134 |
| LEDs | 164 |
| Low-flow/eco showerheads | 14 |
| Reflective radiator panels | 10 |
| Total measures installed | 374 |
| Total no. of properties | 148 |

Compared to the previous year, an additional £360k in spend resulted in increases across all measures. Solid wall insulation installations rose by 5, cavity wall and loft insulation by 14, and heating installations saw the most notable increase, up by 42. For the lower cost additional measures, LED installations increased by 76, alongside smaller rises in low-flow/eco showerheads (up by 14) and reflective radiator panels (up by 10).

This increase was primarily driven by the higher level of funding in this category. However, the rise in the total number of measures was more limited, as the additional spend supported higher-cost interventions such as air source heat pumps (up by 14) and solid wall insulation, as noted above.

Table 7.2 Summary of Innovative heating replacements

| Heating replacement | No. of measures |
|--|-----------------|
| Air source heat pump | 14 |
| High heat retention electric storage heaters | 106 |
| Oil boiler upgrade | 5 |
| Oil to gas | 5 |
| Gas boiler upgrade | 4 |
| Total number of measures/properties | 134 * |

* Please note that not all properties receiving solid wall insulation—the primary measure offered under that innovative scheme—required a heating replacement. This explains the variance in the number of properties reported in Table 7.2 compared with Table 7.1.

Heating replacement measures increased from 92 in 2023/24 to 134 in 2024/25, representing an overall rise of 42 measures. This increase was primarily driven by a higher number of high heat retention electric storage heater installations, which rose from 80 to 106, alongside the introduction of 14 air source heat pumps in 2024/25, which had not featured in the previous year.

In contrast, oil boiler upgrades decreased from 8 to 5, while gas boiler upgrades remained consistent at 4 across both years. Additionally, 5 oil to gas conversions were delivered in 2024/25, which were not present in 2023/24. Overall, the increase reflects a positive shift towards electric heating solutions and the inclusion of renewable technologies.

Table 7.3 Innovative schemes outturn against 23/24

| | 2024/25 | 2023/24 |
|---|------------|----------|
| NISEP funding spent (£) * | £1,090,452 | £730,332 |
| Total lifetime energy savings (GWh) | 17.736 | 6.556 |
| Total lifetime carbon saved (tC) | 1,264 | 461 |
| Total lifetime CO ₂ e saved (tC) | 4,632 | 1,691 |
| Gross lifetime customer benefits (£) | £1,075,943 | £418,395 |
| Total incentives earned (£) | £0 | £0 |

A total of 17.736 GWh was achieved in the Innovative category, representing a significant increase compared to the previous year. This was largely driven by higher levels of electric heating installations (up by 40, including 14 air source heat pumps and 26 additional high heat retention electric storage heaters) and the associated increase in

GWh savings from these measures. Overall, this accounts for approximately 5% of total energy savings, an increase of 3% from 2023/24.

As a result of the increase in measures within this category and their associated lifetime savings, there was a significant rise in GCB to £1,075,943, an increase of £658k to the previous year.

With renewable technologies delivered under this category in 2024/25, the uptake and performance demonstrate a growing interest in innovative solutions. NISEP remains committed to supporting the inclusion of Innovative schemes within the programme, in line with ongoing developments in Northern Ireland's energy sector and the wider decarbonisation objectives.

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 2024/25, no incentives were earned by Primary Bidders.

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)

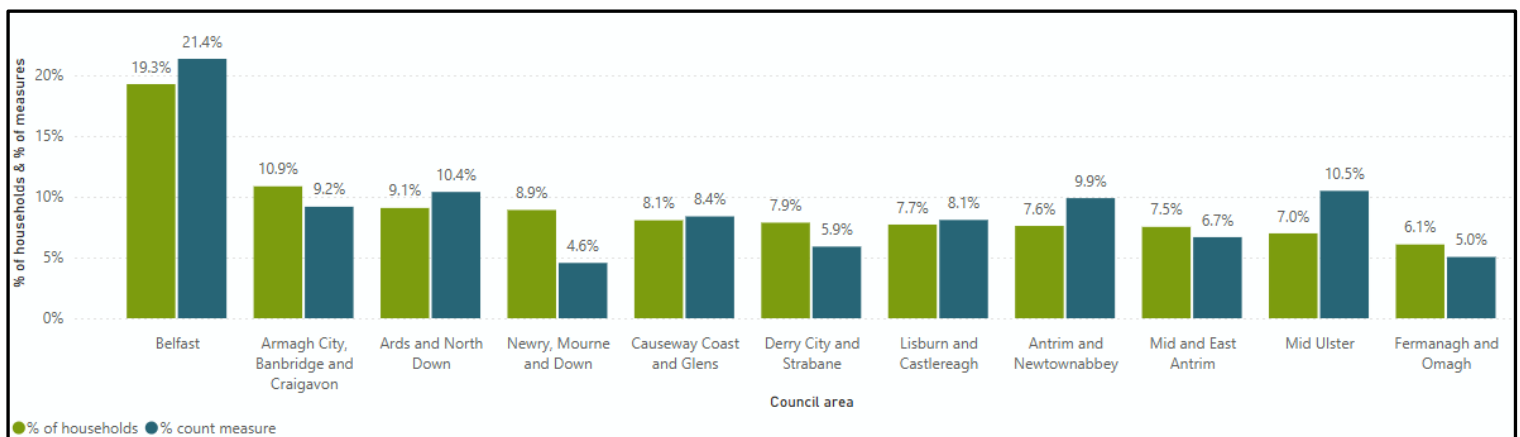
There continues to be a broad geographical spread of measures, with all 11 councils in Northern Ireland receiving installations. However, the distribution of these interventions varies in proportion to the population size of each area.

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 for 2024/25 continues to show that funding has been distributed across all council areas. In most cases, the proportion of installed measures remains broadly aligned with the distribution of households, indicating a generally balanced regional spread. However, some variation remains evident, suggesting that delivery continues to reflect differing levels of need, as well as the way schemes are delivered. NISEP funding is primarily allocated on a first-come, first-served basis. However, where the vulnerability matrix is applied, Primary Bidders prioritise those most in need, particularly where demand is high or waiting lists exist.

Chart 9.1 Distribution of NISEP measures by council area



Overall, there remains a fairly balanced distribution of measures across council areas, with some shifts compared to 2023/24. Belfast City Council continues to record the highest proportion of installations, showing a slight decrease to 21.4% (from 22% in 2023/24). This slight reduction represents a minor shift, with Belfast City Council remaining above its proportion of households (19.3%), indicating sustained higher delivery relative to population.

In contrast to the relative stability seen in 2023/24, there has been more noticeable movement across several council areas in 2024/25. Derry City and Strabane District Council experienced the most significant decrease, falling from 12.8% to 5.9%, moving from above to below its proportion of households. Similarly, both Mid Ulster District Council and Lisburn and Castlereagh City Council recorded increases, with Mid Ulster rising from 7.2% to 10.5%, now exceeding its proportion of households (indicating higher relative delivery), and Lisburn and Castlereagh increasing from 6.2% to 8.1%, bringing it closer to alignment. Antrim and Newtownabbey Borough Council also recorded an increase (from 8.8% to 9.9%), while Ards and North Down Borough Council saw a smaller rise from 9.9% to 10.4%, remaining above its proportion of households.

Conversely, several council areas experienced small reductions in their share of measures. Mid and East Antrim Borough Council decreased slightly from 6.4% to 6.7%, remaining below its proportion of households, while Fermanagh and Omagh District Council declined from 5.6% to 5.0. However, these councils have 89% and 81% correlations between their percentage of population and percentage of measures respectively. Newry, Mourne and Down District Council remained relatively stable overall, with only a marginal increase from 4.5% to 4.6%, but still below its proportion of households.

Armagh City, Banbridge and Craigavon Borough Council recorded an increase in delivery, rising from 8.1% to 9.2%, moving closer to alignment with its proportion of households (10.9%) and reversing the decline observed in the previous year.

In terms of relative position, Belfast City Council and Mid Ulster District Council continue to demonstrate a higher-than-average proportion of installed measures compared to population size. Similarly, Ards and North Down Borough Council and Antrim and Newtownabbey Borough Council remain above average.

Armagh City, Banbridge and Craigavon Borough Council, Mid and East Antrim Borough Council, and Newry, Mourne and Down District Council continue to show some improvement in correlation to their population. Causeway Coast and Glens Borough Council shows a close alignment between measures and its proportion of households, indicating a broadly proportional distribution.

Overall, at programme level the correlation between percentage between population and percentage of measures installed is reasonable in the context of a first come first served programme where it is not possible to have control over geographic customer uptake.

Heating Installations

In 2024/25, Belfast City Council continued to record the highest proportion of NISEP heating installations at 19%, although this represents a slight decrease from 20% in 2023/24. Mid Ulster District Council accounted for 14%, showing an increase from 10% in

the previous year. Antrim and Newtownabbey Borough Council recorded 11%, up from 7%, while Armagh City, Banbridge and Craigavon Borough Council remained consistent at 10%.

The most significant changes were observed in several council areas. Causeway Coast and Glens Borough Council experienced the largest increase, rising from 3% to 9%, representing a substantial shift compared to the previous year. In contrast, Derry City and Strabane District Council recorded the highest decrease, falling sharply from 18% to 7%, indicating a marked redistribution of installations. Geographic spread continues to be a challenge as NISEP funding is allocated on a first-come, first-served basis to eligible participants.

In other areas, Ards and North Down Borough Council saw a decrease from 10% to 7%, while Fermanagh and Omagh District Council also declined slightly from 8% to 7%. Lisburn and Castlereagh City Council recorded a marginal increase from 5% to 6%, and Mid and East Antrim Borough Council increased from 4% to 7%, bringing it more in line with other council areas.

Newry, Mourne and Down District Council continued to record the lowest proportion of heating installations at 4%, although this represents a small increase from 3% in 2023/24.

Insulation installations

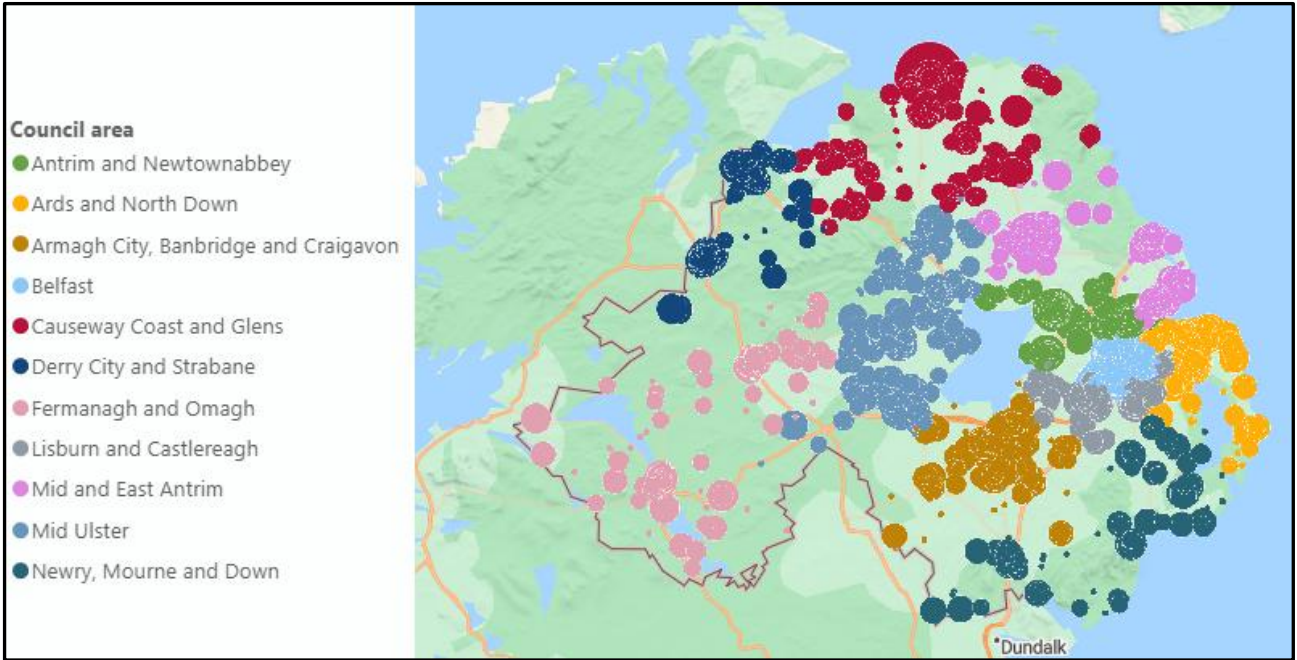
As in previous years, there were relatively limited variations in 2024/25 in the proportion of insulation measures across council areas, although some changes are evident when compared to 2023/24. Belfast City Council continued to record the highest proportion of NISEP insulation measures at 18%, despite a decrease from 20% in the previous year. Causeway Coast and Glens Borough Council remained among the higher proportions at 12%, while Mid Ulster District Council increased notably to 11%, up from 6%.

Among the remaining councils, the distribution of insulation measures was as follows: Ards and North Down Borough Council at 10%, an increase from 8%; Antrim and Newtownabbey Borough Council at 9%, consistent with the previous year; and Armagh City, Banbridge and Craigavon Borough Council and Lisburn and Castlereagh City Council each at 8%, both reflecting increases.

Mid and East Antrim Borough Council accounted for 8%, rising slightly from 7%, while Derry City and Strabane District Council decreased significantly from 13% to 7%, representing the largest reduction across council areas.

Among the lowest proportions, Newry, Mourne and Down District Council and Fermanagh and Omagh District Council both accounted for 5%, remaining unchanged from the previous year.

Map 9.2 NISEP installations across Northern Ireland



10. Conclusions

The 2024/25 NISEP represents the first-time schemes have been delivered and reported across the second year of a two-year Framework Document (2023–25), providing greater continuity and certainty for customers, Primary Bidders and sub-contractors.

Total spend reached **£7.66m**, an increase on the previous year, alongside a reduced level of underspend, demonstrating improved utilisation of the available funding. The ability to carry forward funding from 2023/24 enabled the priority innovative Efficiency Plus Heat Pump scheme, to proceed, supporting a smoother transition for customers seeking to access funding across programme years. Although the total number of measures delivered decreased, this largely reflects reduced demand for low-cost LED measures and a shift towards higher-value, more comprehensive interventions such as Whole House Solutions. The programme also introduced two key changes for 2024/25: updated income eligibility criteria to better target support based on household need, and in-year adjustments to cavity wall insulation extraction and refill caps, including removing the cap for Priority Whole House Solution schemes and increasing it for Priority Individual Measures schemes. Together, these changes enhanced the programme's ability to target those most in need while improving delivery flexibility, reducing constraints for Primary Bidders, and better reflecting conditions on the ground, supporting more effective overall delivery.

Across domestic schemes, it is encouraging to see a gradual increase in the proportion of properties receiving combined heating and insulation measures, and a welcome reduction in heating-only installations (down from 55% to 52%). Also, in insulation-only installations, another positive development is that dual measure (Loft and Cavity Wall Insulation) uptake has increased from 12% to 16%.

Overall, the programme delivered strong outcomes, with increased GCB and continued progress in directing funding towards measures that provide greater long-term energy efficiency and decarbonisation benefits.

The GCB total translates as one pound of NISEP funding provided this year, providing **£3.19** of Net Present Value lifetime benefits.

Priority Schemes

In 2024/25, **£5.91m** (77%) of NISEP funding was spent on Priority Domestic schemes (rising to 81% when the Efficiency Plus Heat Pump scheme is included). Although this represents a £165k reduction compared to the previous year, the proportion continues to demonstrate a strong focus on supporting vulnerable households. A key contributing factor of the decrease in this category, was the withdrawal of the 'Make It Cosy' scheme,

which accounted for £181k of spend in 2023/24. In total 14 schemes delivered **6,991** measures, across **1,995** properties, and while this is slightly lower than 2023/24, energy savings remained significant at **260.073 GWh**, and the schemes delivered a lifetime GCB of **£13.13m**. The small decreases in spend, measures, GCB, and energy and carbon savings compared to the previous year were mainly due to the withdrawal of one scheme, reduced activity in a small number of schemes, and rising delivery costs, but overall, the programme continues to provide strong benefits to low-income households.

Non-Priority schemes

In 2024/25, **£662k** (9%) of NISEP funding was spent on Non-Priority Conventional schemes, consistent with the proportion spent in this category in the previous year, with only a very small reduction in spend of £9k. Three schemes delivered **4,829** measures, benefiting **341** domestic properties and **75** non-domestic/commercial projects; while this reflects a reduction in overall measures, it highlights a shift in activity, with more domestic properties supported than in the previous year. Increased insulation installations in the domestic sector, alongside higher GWh savings from non-domestic/commercial projects, contributed to total energy savings rising to **106.311 GWh**, with lifetime GCB increasing significantly to **£10.23m**. Although some late project cancellations in the non-domestic sector and rising delivery costs influenced overall measure numbers, the schemes continued to deliver positive energy, carbon, and financial outcomes.

Innovative schemes

In 2024/25, **£1.09m** (14%) of NISEP funding was spent on Innovative schemes targeting Priority households, representing a £360k increase on the previous year and reflecting a growing emphasis on supporting renewable technologies. While spend increased across schemes also delivered in 2023/24, the most notable uplift is attributable to the inclusion of the Efficiency Plus Heat Pump scheme in this category. This scheme was supported by funding carried forward from 2023/24 alongside funding awarded in 2024/25, collectively accounting for £272k of the increase in spend. Three schemes delivered **374** measures, across **148** properties (including 14 air source heat pumps). This led to increases in both measures and properties supported, demonstrating continued progress in this category. Energy savings rose significantly to **17.736 GWh**, while lifetime GCB increased to **£1.08m**, largely driven by higher levels of electric heating installations and the associated increase in GWh savings from these measures. Overall, the Innovative schemes show encouraging growth, with increased uptake of low-carbon technologies and a clear contribution to advancing energy efficiency and decarbonisation objectives.

Geographical Spread

Overall, there continues to be a broad and generally balanced geographical distribution of NISEP measures across all 11 council areas, with installations largely aligning with population share. While some year-on-year variation is evident, this reflects differing

levels of demand, scheme targeting, and delivery approaches. Belfast City Council continues to account for the largest share of installations, while several areas, including Mid Ulster District Council, Antrim and Newtownabbey Borough Council, and Lisburn and Castlereagh City Council, recorded notable increases. The most significant reduction was observed in Derry City and Strabane District Council, highlighting a degree of redistribution in 2024/25. Heating and insulation measures follow similar patterns, with some shifts across council areas but no significant over-concentration beyond what would be expected based on population distribution. Overall, the programme continues to achieve a good regional spread, supporting equitable access to schemes while allowing flexibility to target areas of greatest need.

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 (GCB) – 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 2024 to March 2025

Priority (Low-income Households) – Whole House Solution

| Scheme Name | Scheme Description | Target Customers | Scheme Manager and Application Details |
|---|---|---|--|
| 1. Energy Plus Province-wide *Electric upgrade available under this scheme | Measures offered: <ul style="list-style-type: none"> Natural gas central heating system if on the gas network or Oil central heating system where gas is not available. Cavity Wall Insulation and/or Loft Insulation. LED light bulbs; remote smart heating controls; water widge; reflective radiator panels; hot water tank jacket. | Households with: <ul style="list-style-type: none"> No central heating Solid fuel heating Old oil, natural gas, or LPG heating system (the boiler must be over 15 years or broken beyond viable economic repair). | SSE Airtricity Energy Services NI Ltd Apply to: SSE Airtricity Energy Services NI Ltd Tel: 028 9044 9499 or Email: nisep.applications.ni@sse.com |
| 2. Toasty Homes Plus Scheme *Electric upgrade available under this scheme | Measures offered: <ul style="list-style-type: none"> Natural gas central heating system if on the gas network or Oil central heating system where gas is not available. Cavity Wall Insulation and/or Loft Insulation. LED light bulbs; remote smart heating controls; water widge. | Households with: <ul style="list-style-type: none"> No central heating Solid fuel heating Old oil, natural gas, or LPG heating system (the boiler must be over 15 years or broken beyond viable economic repair). | McGaffin Mechanical Ltd Apply to: McGaffin Mechanical Ltd Tel: 028 9099 6747 or Email: info@mcgaffinmechanical.com |

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 |
|---|--|--|--|
| <p>3. Better Energy Homes Plus</p> <p>*Electric upgrade available under this scheme</p> | <p>Measures offered:</p> <ul style="list-style-type: none"> Natural gas central heating system if on the gas network or Oil central heating system where gas is not available. Cavity Wall Insulation and/or Loft Insulation. LED light bulbs; hot water tank jacket. | <p>Households with:</p> <ul style="list-style-type: none"> No central heating Solid fuel heating Old oil, natural gas, or LPG heating system (the boiler must be over 15 years or broken beyond viable economic repair). | <p>O’Kane Plumbing & Electrics Ltd</p> <p>Apply to: O’Kane Plumbing & Electrics Ltd</p> <p>Contact: Brian McCullagh Tel: 028 8675 1049 or Email: brian.mccullagh@okpe.co.uk</p> |

| Scheme Name | Scheme Description | Target Customers | Scheme Manager and Application Details |
|---|---|--|--|
| <p>1. Efficiency Plus - Fully Funded</p> | <p>Measures offered:</p> <ul style="list-style-type: none"> Natural gas central heating system*. Cavity Wall Insulation and/or Loft Insulation. LED light bulbs; remote smart heating controls; reflective radiator panels; water widge; hot water tank jacket. | <p>Households with:</p> <ul style="list-style-type: none"> No central heating Solid fuel heating Old oil or LPG heating system (the boiler must be over 15 years or broken beyond viable economic repair). Access to Phoenix Energy License Area. | <p>Phoenix Energy</p> <p>Apply to: Phoenix Energy</p> <p>Contact: John Graham Tel: 028 9055 5576 or Email: nisep@phoenixenergy.com</p> <p>* Phoenix Energy License area only: Greater Belfast Area, Lisburn, Co. Down, East Antrim, East Down</p> |
| <p>2. Warm at Home Plus</p> | <p>Measures offered:</p> <ul style="list-style-type: none"> Natural gas central heating system*. Cavity Wall Insulation and/or Loft Insulation. LED light bulbs; remote smart heating controls; hot water tank jacket; water widge; chimney draught excluder. | <p>Households with:</p> <ul style="list-style-type: none"> No central heating Solid fuel heating Old oil or LPG heating system (the boiler must be over 15 years or broken beyond viable economic repair). Access to Evolve License Area | <p>Evolve</p> <p>Apply to: Evolve</p> <p>Tel: 0800 975 7774 or Email: info@evolvenetwork.co.uk</p> <p>* Evolve License area only: Artigarvan, Coalisland, Cookstown, Derrylin, Dungannon, Enniskillen, Magherafelt, Omagh, Strabane</p> |

| Scheme Name | Scheme Description | Target Customers | Scheme Manager and Application Details |
|---|--|--|--|
| <p>1. Toasty Homes 50/50</p> <p>*Electric upgrade available under this scheme</p> | <p>Measures offered:</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 widget. | <p>Households with:</p> <ul style="list-style-type: none"> No central heating Solid fuel heating Old oil, natural gas, or LPG heating system (the boiler must be over 15 years or broken beyond viable economic repair). | <p>McGaffin Mechanical Ltd</p> <p>Apply to: McGaffin Mechanical Ltd</p> <p>Tel: 028 9099 6747 or Email: info@mcgaffinmechanical.com</p> |
| <p>2. Better Energy Homes Cashback</p> <p>*Electric upgrade available under this scheme</p> | <p>Measures offered:</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>Households with:</p> <ul style="list-style-type: none"> No central heating Solid fuel heating Old oil, natural gas, or LPG heating system (the boiler must be over 15 years or broken beyond viable economic repair). | <p>O’Kane Plumbing & Electrics Ltd</p> <p>Apply to: O’Kane Plumbing Electrics Ltd</p> <p>Contact: Brian McCullagh Tel: 028 8675 1049 or Email: brian.mccullagh@okpe.co.uk</p> |

| Scheme Name | Scheme Description | Target Customers | Scheme Manager and Application Details |
|---------------------------------|--|--|---|
| 1. Efficiency Plus 50/50 | <p>Measures offered:</p> <ul style="list-style-type: none"> Grant of 50% off a natural gas central heating system*. Fully Funded Cavity Wall and/or Loft Insulation. Fully Funded LED light bulbs; remote smart heating controls; reflective radiator panels; water widge; hot water tank jacket. | <p>Households with:</p> <ul style="list-style-type: none"> No central heating Solid fuel heating Old oil or LPG heating system (the boiler must be over 15 years or broken beyond viable economic repair). Access to Phoenix Energy License Area. | <p>Phoenix Energy Apply to: Phoenix Energy Contact: John Graham Tel: 028 9055 5576 or Email: nisep@phoenixenergy.com * Phoenix Energy License area only: Greater Belfast Area, Lisburn, Co. Down, East Antrim, East Down</p> |
| 2. Warm at Home Cashback | <p>Measures offered:</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>Households with:</p> <ul style="list-style-type: none"> No central heating Solid fuel heating Old oil or LPG heating system (the boiler must be over 15 years or broken beyond viable economic repair). Access to Evolve License Area. | <p>Evolve Apply to: Evolve Tel: 0800 975 7774 or Email: info@evolvenetwork.co.uk * Evolve License area only: Artigarvan, Coalisland, Cookstown, Derrylin, Dungannon, Enniskillen, Magherafelt, Omagh, Strabane</p> |

| Scheme Name | Scheme Description | Target Customers | Scheme Manager and Application Details |
|---|--|--|---|
| <p>1. Housing Association Efficient Electric</p> | <p>Measures offered:</p> <ul style="list-style-type: none"> Grant of 50% off an Air Source Heat Pump (ASHP) installation and grant of 50% off Cavity Wall Insulation and/or Loft Insulation. Grant of £1,200 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 ASHP install: HA properties suitable* for an ASHP install: The curtilage of the property must be further than 50 metres from a gas distribution pipeline, in addition, households with:</p> <ul style="list-style-type: none"> No existing natural gas connection No central heating Solid fuel heating Old oil, natural gas, or LPG heating system (the boiler must be over 15 years or broken beyond viable economic repair). Economy 7 heaters (installed before 2018) or other Non-ERP complaint electric storage heaters. <p>For Electric High Heat Retention Storage Heaters install:</p> <ul style="list-style-type: none"> HA properties with non-ERP compliant electric storage heaters*. | <p>SSE Airtricity Energy Services NI Ltd</p> <p>Housing Association (HA) will be responsible for selecting properties and funding remainder of cost.</p> <p>Apply to: SSE Airtricity Energy Services NI Ltd</p> <p>Tel: 028 9044 9499 or Email: nisep.applications.ni@sse.com</p> <p>*For full eligibility criteria please contact the scheme manager</p> |
| <p>2. Housing Association Energy Saver</p> | <p>Measures offered:</p> <ul style="list-style-type: none"> Grant of £1,000 off a natural gas central heating system if on gas network, or oil, where gas is not available. Grant of £200 off Cavity Wall Insulation and/or Loft Insulation. Fully Funded LED light bulbs. | <p>HA properties with:</p> <ul style="list-style-type: none"> Solid fuel central heating Old oil, natural gas, or LPG heating system (the boiler must be over 15 years). | |

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

| Scheme Name | Scheme Description | Target Customers | Scheme Manager and Application Details |
|--------------------------------|--|--|--|
| 1. Help with Heat Pumps | Measures offered: <ul style="list-style-type: none"> Grant of 50% off an Air Source Heat Pump (ASHP) with heating controls Grant of 50% off Cavity Wall Insulation and/or loft Insulation (up to £500 maximum grant per insulation measure) | <p>The curtilage of the property must be further than 50 metres from a gas distribution pipeline, in addition, households with:</p> <ul style="list-style-type: none"> No existing natural gas connection No central heating Solid fuel heating Old oil, natural gas, or LPG heating system (the boiler must be over 15 years or broken beyond viable economic repair). Economy 7 heaters (installed before 2018) or other Non-ERP complaint electric storage heaters. | <p>Energystore Ltd</p> <p>Apply to: Energystore Ltd</p> <p>Tel: 02890 301500 or Email: nisepenquiry@energystoreltd.com</p> <p>*For full eligibility criteria please contact the scheme manager</p> |

*Please note that the 'Help with Heat Pumps' scheme was withdrawn during the NISEP year.

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

| Scheme Name | Scheme Description | Scheme Manager and Application Details |
|---|---|--|
| 1. Keep Warm | Measures offered: <ul style="list-style-type: none"> • Cavity Wall Insulation and/or Loft Insulation. • LED light bulbs; hot water tank jacket | Workspace Ltd Apply to: Workspace Ltd Contact: Donna Madden Tel: 028 7962 7474 or Email: donna.madden@homesealni.co.uk |
| 2. Thermal Comfort | Measures offered: <ul style="list-style-type: none"> • Cavity Wall Insulation and/or Loft Insulation • LED light bulbs; hot water tank jacket | Energystore Ltd Apply to: Energystore Ltd Tel: 02890 301500 or Email: nisepenquiry@energystoreltd.com |
| 3. Efficiency Plus – Insulation Fully Funded | Measures offered: <ul style="list-style-type: none"> • Cavity Wall Insulation and/or Loft Insulation • LED light bulbs; water widget | Phoenix Energy Apply to: Refresh NI Tel: 028 90 993485 or Email: insulation@refreshni.com |
| 4. Insulate Homes | Measures offered: <ul style="list-style-type: none"> • Cavity Wall Insulation and/or Loft Insulation • LED light bulbs; hot water tank jacket | BlueBuild Insulation Ltd Apply to: BlueBuild Insulation Ltd Tel: 028 9146 8222 or Email: info@bluebuildenergy.com |

4. Non-Priority – Domestic

| Scheme Name | Scheme Description | Scheme Manager and Application Details |
|---|---|--|
| 1. Efficiency Plus – Insulation Cashback | Measures offered: <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 widge | Phoenix Energy Apply to: Refresh NI Tel: 028 90 993485 or Email: insulation@refreshni.com |
| 2. Keep Warm Discount Scheme | Measures offered: <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 | Workspace Ltd Apply to: Workspace Ltd Contact: Donna Madden Tel: 028 7962 7474 or Email: donna.madden@homesealni.co.uk |

5. Non-Priority – Commercial

| Scheme Name | Scheme Description | Target Customers | Scheme Manager and Application Details |
|--|--|--|--|
| <p>1. Commercial Energy Saving Scheme</p> | <p>Technology measures offered: Grant of 20% towards:</p> <ul style="list-style-type: none"> • 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 • Voltage Optimisation • Solar Thermal • UV Led Curing System. | <p>This scheme is targeted towards all businesses in Northern Ireland.</p> | <p>Power NI Energy Ltd</p> <p>Apply to: Power NI Tel: 0788 0081182 or 0755 1008477 Email: energysaving@powerni.co.uk</p> |

6. Priority & Non-Priority – Innovation

| Scheme Name | Scheme Description | Target Customers | Scheme Manager and Application Details |
|--|---|---|---|
| <p>1. Whole House Warmer Homes NI</p> | <p>Measures offered:</p> <ul style="list-style-type: none"> • Solid Wall Insulation (CWI where required) • Loft Insulation • Natural gas central heating system if on the gas network or • Oil central heating system where gas is not available or • High heat retention electric storage heaters if currently on electric heating • LED light bulbs; water widge; hot water tank jacket. | <p>Households with:</p> <ul style="list-style-type: none"> • Solid Walls requiring insulation. • No central heating • Solid fuel heating • Old oil, natural gas, or LPG heating system (the boiler must be over 15 years or broken beyond viable economic repair). • Economy 7 heaters (installed before 2018) or other Non-ERP complaint electric storage heaters. | <p>Airpacks t/a KORE System</p> <p>Apply to: Kore Retrofit Ltd</p> <p>Tel: 02078594292 or Email: info@koreretrofit.com</p> |

| Scheme Name | Scheme Description | Target Customers | Scheme Manager and Application Details |
|-------------------------------------|---|--|--|
| 1. Efficiency Plus Heat Pump | <p>Measures offered:</p> <ul style="list-style-type: none"> Air Source Heat Pump (ASHP) with heating controls. Cavity Wall Insulation and/or Loft Insulation. LED light bulbs; water widget; reflective radiator panels; hot water tank jacket. | <p>The curtilage of the property must be further than 50 metres from a gas distribution pipeline, in addition, households with:</p> <ul style="list-style-type: none"> No existing natural gas connection No central heating Solid fuel heating Old oil, natural gas, or LPG heating system (the boiler must be over 15 years or broken beyond viable economic repair). Economy 7 heaters (installed before 2018) or other Non-ERP compliant electric storage heaters. | <p>Phoenix Energy</p> <p>Apply to: Phoenix Energy</p> <p>Contact: John Graham Tel: 028 9055 5576 or Email: nisep@phoenixenergy.com</p> <p>*For full eligibility criteria please contact the scheme manager.</p> |
| 2. Pump Up The Heat | <p>Measures offered:</p> <ul style="list-style-type: none"> Air Source Heat Pump (ASHP) with heating controls. Cavity Wall Insulation and/or Loft Insulation. | <p>The curtilage of the property must be further than 50 metres from a gas distribution pipeline, in addition, households with:</p> <ul style="list-style-type: none"> No existing natural gas connection No central heating Solid fuel heating Old oil, natural gas, or LPG heating system (the boiler must be over 15 years or broken beyond viable economic repair). Economy 7 heaters (installed before 2018) or other Non-ERP complaint electric storage heaters. | <p>Energystore Ltd</p> <p>Apply to: Energystore Ltd</p> <p>Tel: 02890 301500 or Email: nisepenquiry@energystoreltd.com</p> <p>*For full eligibility criteria please contact the scheme manager.</p> |

*Please note that the 'Pump Up The Heat' scheme was withdrawn during the NISEP year.

Appendix B Measure Summary

Table 1.1 Priority Domestic measures installed 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 | 233 | 69 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 321 | 283 |
| Energystore Ltd | Thermal Comfort | 192 | 188 | 70 | 0 | 7 | 0 | 0 | 0 | 0 | 457 | 395 |
| SSE Airtricity Energy Services (NI) Ltd | Energy Plus Provincewide | 21 | 1 | 0 | 79 | 11 | 316 | 79 | 24 | 65 | 596 | 79 |
| SSE Airtricity Energy Services (NI) Ltd | Housing Association Energy Saver | 0 | 0 | 0 | 0 | 0 | 0 | 36 | 0 | 0 | 36 | 36 |
| McGaffin Mechanical Ltd | Toasty Homes 50/50 | 32 | 17 | 2 | 0 | 0 | 248 | 62 | 18 | 62 | 441 | 62 |
| McGaffin Mechanical Ltd | Toasty Homes Plus | 36 | 13 | 1 | 0 | 0 | 360 | 90 | 28 | 90 | 618 | 90 |
| O’Kane Plumbing & Electrics Ltd | Better Energy Homes Cashback | 28 | 15 | 6 | 0 | 0 | 200 | 50 | 0 | 0 | 299 | 50 |
| O’Kane Plumbing & Electrics Ltd | Better Energy Homes Plus | 35 | 25 | 5 | 0 | 0 | 416 | 104 | 0 | 0 | 585 | 104 |
| Phoenix Energy Group Ltd | Efficiency Plus – Fully Funded | 49 | 21 | 6 | 102 | 0 | 408 | 102 | 102 | 102 | 892 | 102 |
| Phoenix Energy Group Ltd | Efficiency Plus 50/50 | 50 | 19 | 3 | 78 | 0 | 312 | 78 | 78 | 78 | 696 | 78 |
| Phoenix Energy Group Ltd | Efficiency Plus – Insulation Fully Funded | 44 | 24 | 5 | 0 | 0 | 224 | 0 | 0 | 56 | 353 | 56 |
| SGN Evolve Network Ltd | Warm at Home Plus | 45 | 3 | 4 | 0 | 0 | 272 | 68 | 58 | 0 | 450 | 68 |
| SGN Evolve Network Ltd | Warm at Home Cashback | 21 | 2 | 4 | 0 | 0 | 136 | 34 | 4 | 0 | 201 | 34 |
| Workspace Ltd | Keep Warm | 482 | 67 | 106 | 0 | 65 | 326 | 0 | 0 | 0 | 1,046 | 558 |
| TOTAL | | 1,288 | 464 | 231 | 259 | 83 | 3,218 | 703 | 312 | 453 | 6,991 | 1,995 |

Table 1.2 Non-Priority measures installed by scheme

| Primary Bidder | Scheme Name | Loft Insulation | CWI (Full Fill) | CWI (Partial Fill) | LEDs | Intelligent Heating Controls | Low-flow / eco showerhead | HWTJ | Boiler Replacement | Solar PV | Variable Speed Technologies | Total installations | No. of properties (Domestic /Non-Domestic) |
|--------------------------|---------------------------------------|-----------------|-----------------|--------------------|--------------|------------------------------|---------------------------|----------|--------------------|-----------|-----------------------------|---------------------|--|
| Phoenix Energy Group Ltd | Efficiency Plus - Insulation Cashback | 84 | 58 | 17 | 544 | 0 | 136 | 0 | 0 | 0 | 0 | 839 | 136 |
| Workspace Ltd | Keep Warm Discount Scheme | 120 | 58 | 50 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 229 | 205 |
| Power NI Energy Ltd | Commercial Energy Saving Scheme | 0 | 0 | 0 | 3,715 | 6 | 0 | 0 | 3 | 16 | 21 | 3,761 | 75 |
| TOTAL | | 204 | 116 | 67 | 4,259 | 6 | 136 | 1 | 3 | 16 | 21 | 4,829 | 416 |

Table 1.3 Innovative measures installed by scheme

| Primary Bidder | Scheme Name | Loft Insulation | CWI (Full Fill) | CWI (Partial fill) | Solid Wall Insulation | LEDs | Heating | Low-flow / eco showerhead | Reflective Radiator Panels | Total Installations | No. of properties |
|---|--|-----------------|-----------------|--------------------|-----------------------|------------|------------|---------------------------|----------------------------|---------------------|-------------------|
| Airpacks Ltd t/a Kore System | Whole House Warmer Homes NI | 11 | 0 | 0 | 27 | 112 | 14 | 0 | 0 | 164 | 28 |
| SSE Airtricity Energy Services (NI) Ltd | Housing Association Efficient Electric | 0 | 0 | 0 | 0 | 0 | 106 | 0 | 0 | 106 | 106 |
| Phoenix Energy Group Ltd | Efficiency Plus Heat Pump | 10 | 2 | 2 | 0 | 52 | 14 | 14 | 10 | 104 | 14 |
| TOTAL | | 21 | 2 | 2 | 27 | 164 | 134 | 14 | 10 | 374 | 148 |

Table 1.4 Priority Whole House Solution (WHS*) uptake 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 |
|---|----------------------------------|-----------------------------------|---|--|-------------------|
| SSE Airtricity Energy Services (NI) Ltd | Energy Plus Provincewide | 1 | 20 | 58 | 79 |
| SSE Airtricity Energy Services (NI) Ltd | Housing Association Energy Saver | 0 | 0 | 36 | 36 |
| McGaffin Mechanical Ltd | Toasty Homes Plus | 10 | 30 | 50 | 90 |
| McGaffin Mechanical Ltd | Toasty Homes 50/50 | 11 | 29 | 22 | 62 |
| O’Kane Plumbing & Electrics Ltd | Better Energy Homes Plus | 16 | 33 | 55 | 104 |
| O’Kane Plumbing & Electrics Ltd | Better Energy Homes Cashback | 11 | 27 | 12 | 50 |
| Phoenix Energy Group Ltd | Efficiency Plus - Fully Funded | 12 | 52 | 38 | 102 |
| Phoenix Energy Group Ltd | Efficiency Plus 50/50 | 15 | 42 | 21 | 78 |
| SGN Evolve Network Ltd | Warm at Home Plus | 4 | 44 | 20 | 68 |
| SGN Evolve Network Ltd | Warm at Home Cashback | 5 | 17 | 12 | 34 |
| TOTAL | | 85 | 294 | 324 | 703 |

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

Table 1.5 Priority Individual Measures uptake 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 | 38 | 195 | 50 | 283 |
| Energystore Ltd | Thermal Comfort | 55 | 137 | 203 | 395 |
| Phoenix Energy Group Ltd | Efficiency Plus - Insulation Fully Funded | 17 | 27 | 12 | 56 |
| Workspace Ltd | Keep Warm Scheme | 97 | 385 | 76 | 558 |
| TOTAL | | 207 | 744 | 341 | 1,292 |

Table 1.6 Non-Priority Conventional (Domestic) – Individual Measures uptake 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 | 23 | 61 | 52 | 136 |
| Workspace Ltd | Keep Warm Discount Scheme | 23 | 97 | 85 | 205 |
| TOTAL | | 46 | 158 | 137 | 341 |

Table 1.7 Innovative Whole House Solution (WHS*) uptake 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 WI & LI | No. of properties WI only | No. of properties |
|---|--|-----------------------------------|--|--|---------------------------|---------------------------|-------------------|
| Airpacks Ltd t/a Kore System | Whole House Warmer Homes NI | 7 | 7 | 0 | 3 | 11 | 28 |
| SSE Airtricity Energy Services (NI) Ltd | Housing Association Efficient Electric | 0 | 0 | 106 | 0 | 0 | 106 |
| Phoenix Energy Group Ltd | Efficiency Plus Heat Pump | 3 | 8 | 3 | 0 | 0 | 14 |
| TOTAL | | 10 | 15 | 109 | 3 | 11 | 148 |

Appendix C Customer feedback across schemes

* Not all schemes provided testimonials

Priority schemes

BBI 24 01 IP – Insulate Homes customer –

“From start to finish they were amazing. Very professional and left the place spotless highly recommend.”

SGN 24 01 MP – Warm at Home Plus customer –

“Tenant is very happy with having gas and say it is great to always have hot water instantly from the tap for washing up. Since making the switch to gas the tenant has noticed a drop in their electric bill which has been a big help. Being able to avail of the NISEP grant meant that they could also get loft insulation too making his home even warmer and more energy efficient. This tenant encourages anyone who is thinking about switching to gas to get in touch with Evolve today.”

SGN 24 02 MP – Warm at Home Cashback customer –

“The process was very professional, well managed and has delivered very well for the properties.”

PNG 24 01 MP – Efficiency Plus – Fully Funded customer –

“I would like to say how happy I was with the work carried out by Refresh NI at my property. The professionalism and friendliness of all the Refresh NI staff was appreciated, and I was surprised at the speed they worked. I have no complaints and would be happy to recommend Refresh NI to anyone.”

PNG 24 02 MP – Efficiency Plus 50/50 customer –

“Left in a tidy condition. Definitely a positive experience. If I was to get gas in again, I’d definitely want that team.”

PNG 24 04 IP – Efficiency Plus – Insulation Fully Funded customer –

“Great firm, great people, great choice of contractors. Quality of works has been excellent. No question too small to ask and answer.”

OKPE 24 01 MP – Better Energy Homes Plus customer –

“All the workmen were first class. Excellent work.”

OKPE 24 02 MP – Better Energy Homes Cashback customer –

"The work was done quickly, efficiently and very friendly staff...Very helpful team at O'Kanes, friendly and informative."

ESL 24 01 IP – Thermal Comfort customer –

"Very pleased with the service, speed and cleanliness of the workmen."

MML 24 01 MP – Toasty Homes Plus customer –

"Absolutely fantastic service! – the best ones for replacing and outing in my gas boiler and replacing thermostats on my radiators, brilliant workers nothing is a problem they know there stuff very clean and tidy would highly recommend. 5* from start to finish."

MML 24 02 MP – Toasty Homes 50/50 customer –

"Absolutely fantastic service! Staff have been amazing from start to finish. Can't thank them enough."

WORK 24 01 IP – Keep Warm Scheme customer –

"Exceptional service, very happy."

Non-Priority schemes

PNG 24 05 I NP – Efficiency Plus – Insulation Cashback customer –

"We used Refresh NI to install our roof and wall insulation, the office and on-site staff are courteous, professional and very helpful. Highly recommend."

WORK 24 02 I NP – Keep Warm Discount Scheme customer –

"Very happy with the service, explained everything, worked well & cleaned after would recommend to others."

PNI 24 01 ONP – Commercial Energy Saving customer –

"The entire process went very smoothly. Any interactions I had with the Power NI team were dealt with extremely efficiently. Thank you for all your help with this process."

Innovative schemes

PNG 24 03 IV P – Efficiency Plus Heat Pump customer –

"Experience is good and finding it cheaper than oil even when heating the whole house rather than just two rooms with the oil."

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 developing a domestic energy efficiency and low carbon heat programme for Northern Ireland. While this programme is under development, and collaboration with other departments and stakeholders is ongoing, 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.

Following the successful delivery of £900,000 in additional capital funding in 2023/24, the Utility Regulator (UR) collaborated with DfE, who subsequently approved an additional capital funding allocation of up to £2.295million to the Northern Ireland Sustainable Energy Programme (NISEP) for 2024/25, 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 process payments to Primary Bidders following receipt of funding from DfE.

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 three existing NISEP schemes (up from one in 2023/24) 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 2024-2027 Programme and delivery of Government outcomes:

- Provide More Social, Affordable and Sustainable Housing.
- Protecting Lough Neagh and the Environment.
- Grow a Globally Competitive and Sustainable Economy.

The current Framework Document cap for Cavity Wall Extraction and Refill measures is 50%. DfE approved an increase for the 2024/25 year to 70% for the DfE funded schemes. This increase enabled Primary Bidders to maximise expenditure, respond to higher demand, and ensure the effective use of funding.

Of the £2,294,969 investment provided by DfE, the following additional capital funding allocations were made on 29 August 2024 to support delivery of insulation measures under NISEP for 2024/25:

- £1,794,969 to Energystore Ltd under the Thermal Comfort scheme
- £200,000 to Bluebuild Insulation Ltd under the Insulate Homes scheme
- £300,000 to Phoenix Energy Group Ltd under the Efficiency Plus – Insulation Fully Funded scheme.

These Priority 'individual measure' schemes offered a package of the following energy efficiency measures if required / suitable for the property:

- Cavity wall insulation (includes extraction and refill up to 70% of all CWI works undertaken)
- Loft insulation

- LED lighting (max 4 per household if required)
- Either hot water tank jackets or low-flow/eco showerheads, depending on the scheme.

2. Scheme outturn

In 2024/25, the three schemes successfully delivered **1,858** measures across **1,064** properties in Northern Ireland, with a total spend of **£2,292,502**.

The measures included 673 cavity wall insulation installations, 598 loft insulation upgrades, 456 LED lighting installations, 17 hot water tank jackets and 114 low-flow/eco showerheads.

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 61% of installations. This was followed by partial fill at 16%, and full fill at 23%. In terms of loft insulation, the predominant measure was 100–300mm thickness, representing 66% of all loft insulation installations. Smaller proportions were recorded for 0–300mm (30%) and 200–300mm (4%). 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 three schemes achieved **109,409 GWh** in lifetime energy savings and a reduction of **7,698 tonnes** in lifetime carbon emissions. The total gross customer benefit is estimated at **£6.81million** providing good value for money at almost triple the original investment.

Table 2.1 Scheme summary

| Primary Bidder | DfE funding spent (£) | Accredited lifetime energy saving (GWh) | Lifetime carbon saved (Tonnes) | Lifetime CO ₂ e saved (Tonnes) | Lifetime gross customer benefit (£) | No. of properties | Scheme cost effectiveness (p/kWh) |
|--------------------------|-----------------------|---|--------------------------------|---|-------------------------------------|-------------------|-----------------------------------|
| Bluebuild Insulation Ltd | £199,915 | 9.203 | 648 | 2,374 | £516,203 | 107 | 2.172 |
| Energystore Ltd | £1,793,806 | 85.244 | 5,998 | 21,993 | £5,232,069 | 842 | 2.104 |
| Phoenix Energy Group Ltd | £298,781 | 14.962 | 1,053 | 3,860 | £1,060,012 | 115 | 1.997 |
| Total | £2,292,502 | 109.409 | 7,698 | 28,227 | £6,808,284 | 1,064 | |

Table 2.2 Summary of measures installed

| Primary Bidder | Loft insulation | Cavity wall insulation | Hot water tank jacket | LEDs | Low-flow/eco showerheads | Total |
|------------------------------|-----------------|------------------------|-----------------------|------------|--------------------------|--------------|
| Bluebuild Insulation Ltd | 83 | 42 | 0 | 0 | 0 | 125 |
| Energystore Ltd | 433 | 553 | 17 | 0 | 0 | 1,003 |
| Phoenix Energy Group Ltd | 82 | 78 | 0 | 456 | 114 | 730 |
| Total no. of measures | 598 | 673 | 17 | 456 | 114 | 1,858 |

Table 2.3 Insulation breakdown

| Cavity wall insulation type | No. of measures | % | Loft insulation type | No. of measures | % |
|-----------------------------|-----------------|------|----------------------------|-----------------|------|
| CWI – Extraction and Refill | 412 | 61 % | Loft Insulation 0-300mm | 178 | 30 % |
| CWI – Full Fill | 152 | 23 % | Loft Insulation 100-300mm | 397 | 66 % |
| CWI – Partial Fill | 109 | 16 % | Loft Insulation 200- 300mm | 23 | 4 % |

3. Geographic spread summary

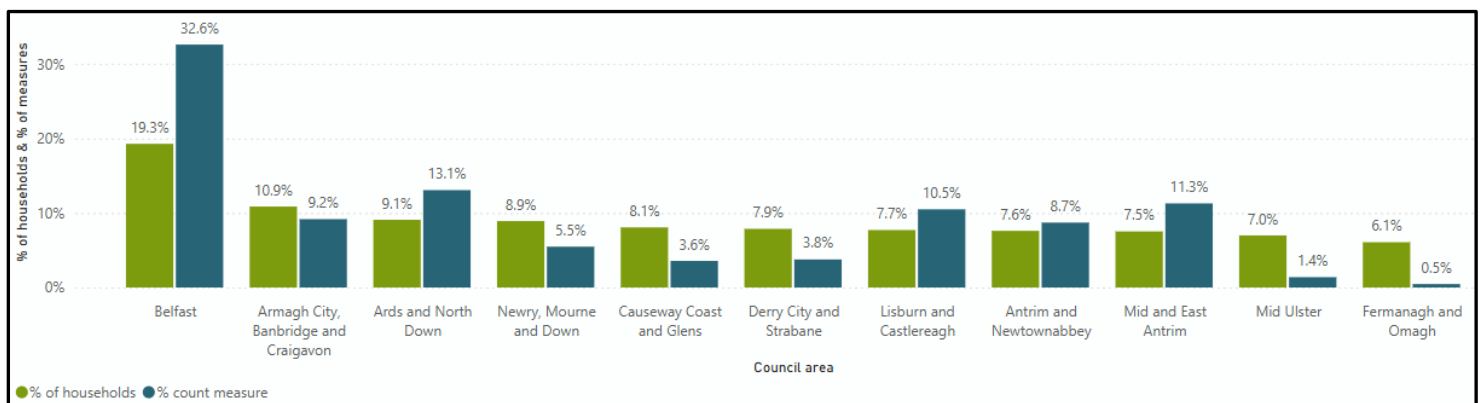
There continues to be a broad geographical spread of measures across Northern Ireland, consistent with 2023/24. However, with increased capital funding and a higher number of schemes, all 11 council areas (compared to 10 in 2023/24) received installations in 2024/25. The distribution of interventions varies relative 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 all council 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 coverage is comprehensive, the distribution of measures varies across council areas.

Chart 3.1 Distribution of measures by council area



Comparisons with the previous year are limited due to the significant difference in capital funding allocations, however, Belfast City Council continued to receive the highest proportion of interventions, at 32.6%, compared to its population share of 19.3%.

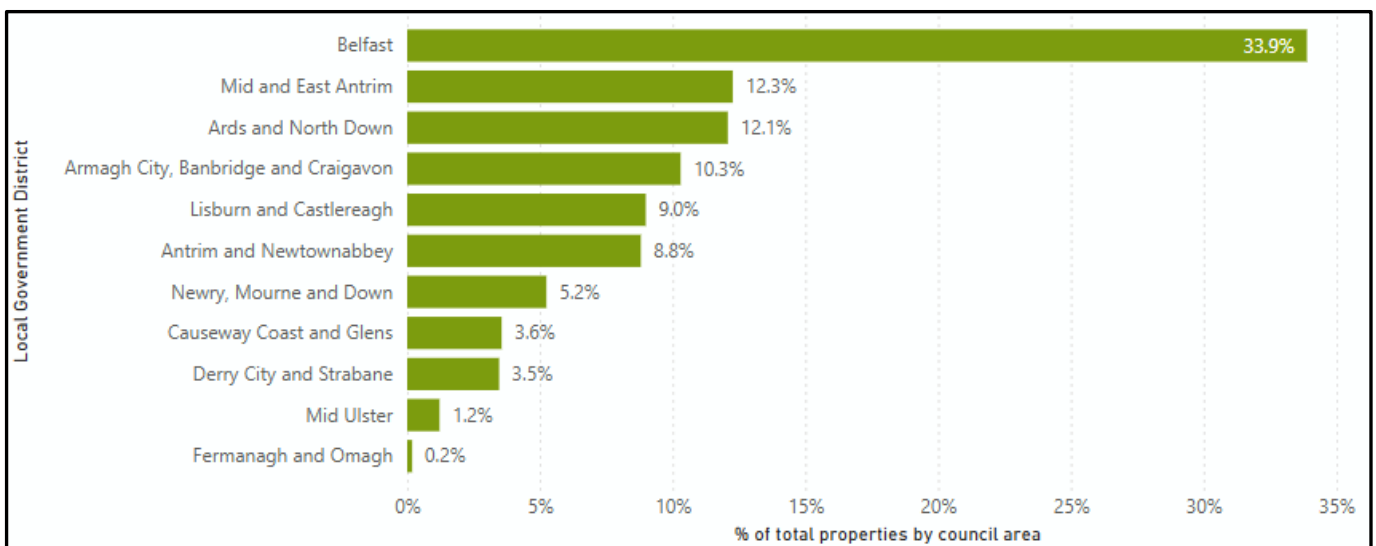
Ards and North Down Borough Council, Lisburn and Castlereagh City Council, Antrim and Newtownabbey Borough Council, and Mid and East Antrim Borough Council received a higher proportion of interventions relative to their population sizes.

In contrast, Armagh City, Banbridge and Craigavon Borough Council, Derry City and Strabane District Council, Newry, Mourne and Down District Council, and Causeway Coast and Glens Borough Council received fewer interventions than might be expected based on their population. Mid Ulster District Council and Fermanagh and Omagh District Council recorded particularly low levels of delivery. However it was positive to see installations delivered in Mid Ulster District Council, which had recorded no installations in the previous year.

While the overall distribution of funding is geographically comprehensive, the variation in installations relative to population can be attributed to several factors. In particular, the DfE funding allocation was agreed mid-year, giving the three Primary Bidders a limited timeframe of a maximum of six months to spend this allocation. In addition, NISEP funding is mainly allocated on a first come first served basis to ensure support reaches those most in need. Urban areas with higher population density are easier to target, enabling more efficient and timely delivery of works within the limited timeframe for installations and required quality monitoring.

Primary Bidders used a mix of Northern Ireland-wide and local marketing approaches to maximise reach and ensure broad geographic coverage.

Chart 3.2 Number of properties per council area



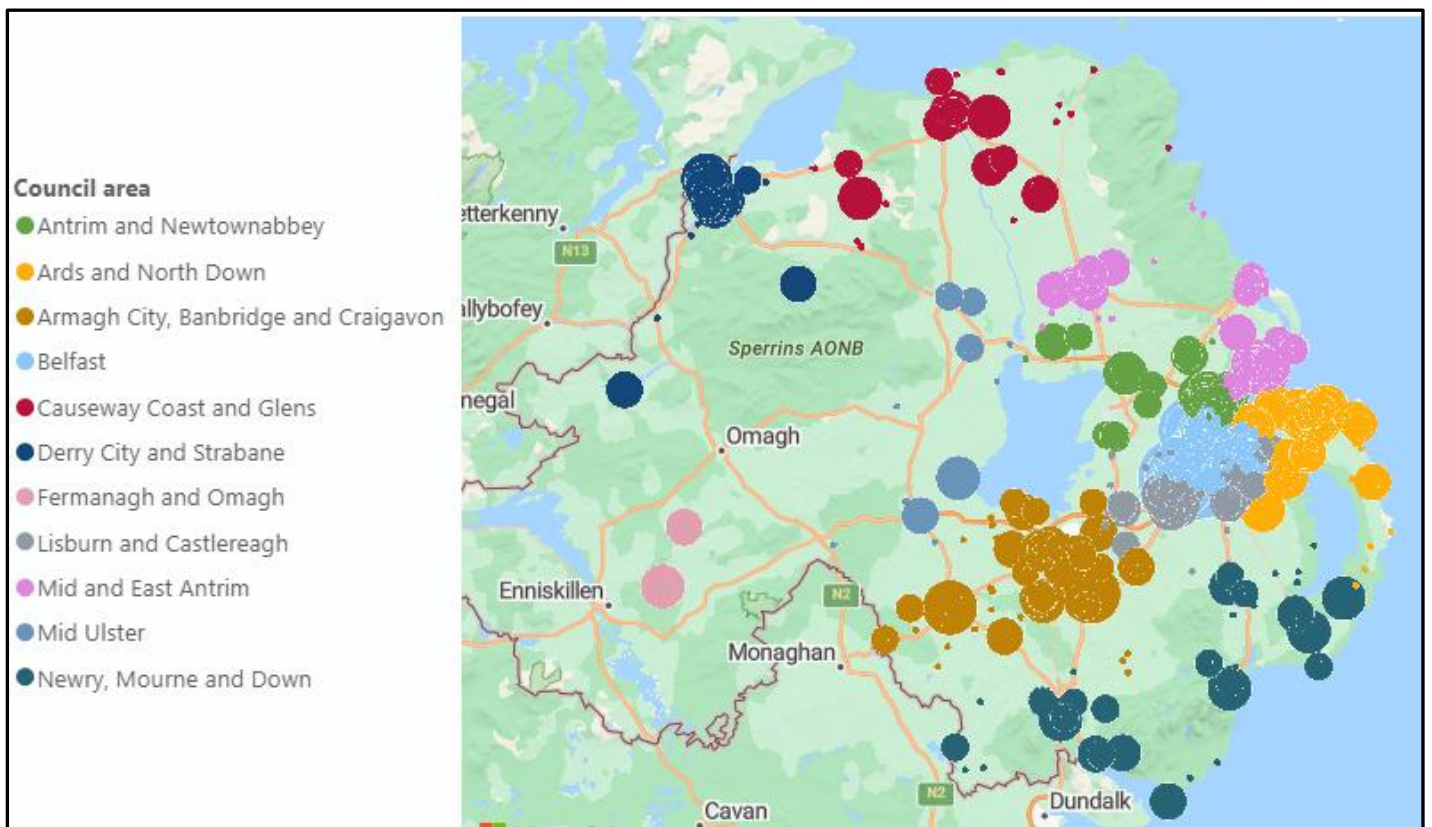
A total of **1,064** properties across Northern Ireland benefitted from DfE funding in 2024/25. The distribution shows a broad geographical reach, with all council areas receiving installations, though there remains notable variation in uptake across council areas.

Belfast City Council accounted for the largest share, with 33.9% of all funded properties. This was followed by Mid and East Antrim Borough Council (12.3%), Ards and North Down Borough Council (12.1%), and Armagh City, Banbridge and Craigavon Borough Council (10.3%), all of which recorded relatively high proportions.

Lisburn and Castlereagh City Council (9.0%) and Antrim and Newtownabbey Borough Council (8.8%) recorded moderate levels of uptake. Lower proportions were observed in Newry, Mourne and Down District Council (5.2%), Causeway Coast and Glens Borough Council (3.6%), and Derry City and Strabane District Council (3.5%).

Mid Ulster District Council (1.2%) and Fermanagh and Omagh District Council (0.2%) recorded the lowest levels of delivery.

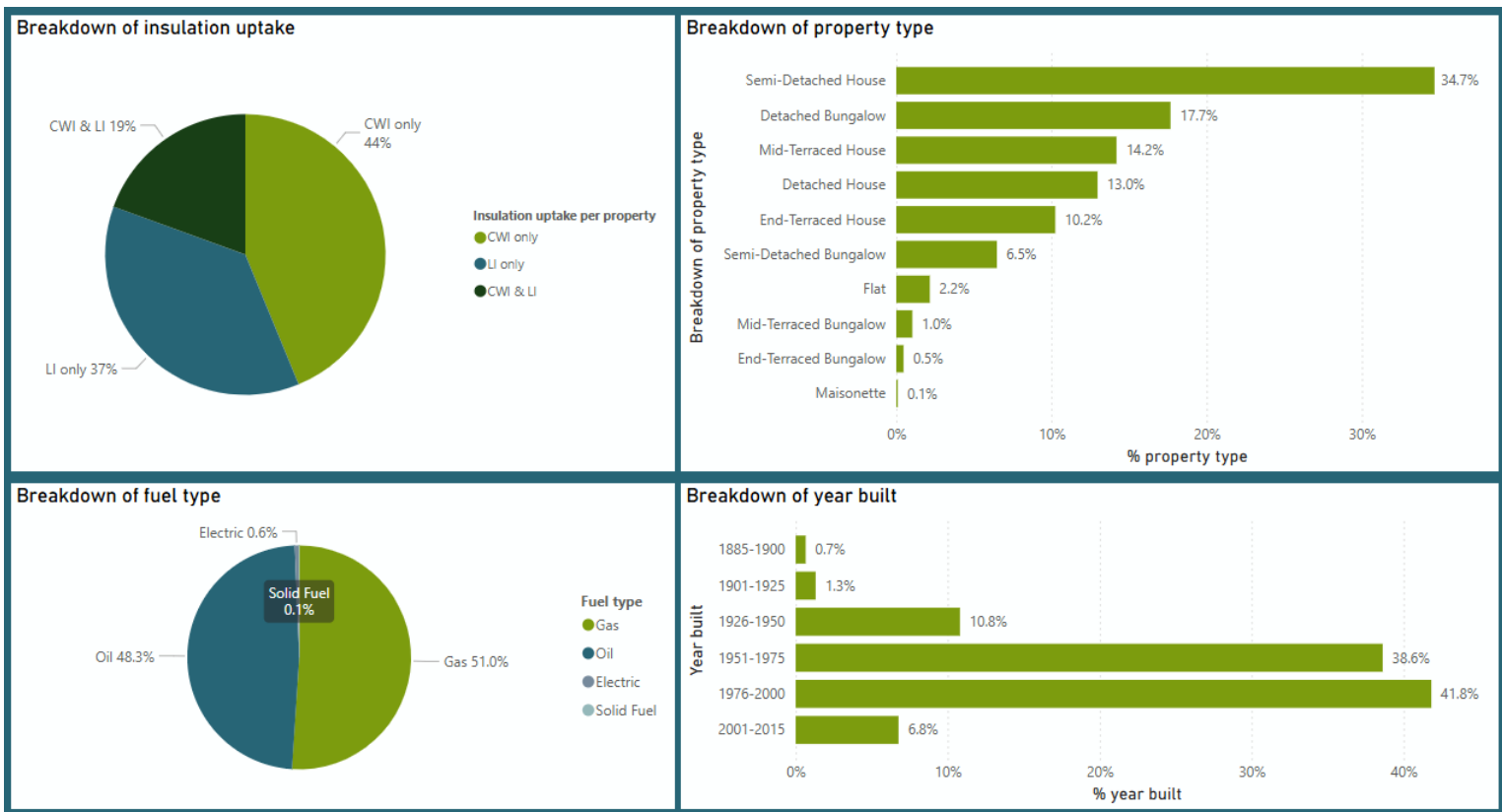
Map 3.3 Installations across Northern Ireland



4. Property summary

Figure 4.1 below provides a comprehensive overview of the characteristics of properties that received insulation measures. Most properties (44%) received cavity wall insulation only, although this has decreased significantly from 73% in 2023/24. In comparison, 19% received both measures (up from 8%) representing a positive trend towards increased uptake of dual measures (Loft and Cavity Wall Insulation), while 37% received loft insulation only. In terms of property type, semi-detached houses were the most common (35%), followed by detached bungalows (18%) and mid-terraced houses (14%). Fuel type was almost evenly split between gas (51.0%) and oil (48.3%), with very few properties using electricity or solid fuel as their primary source of heat. The majority of properties were built between 1976–2000 (41.8%) and 1951–1975 (38.6%), 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:

ESL 24 01 IP DFE - Thermal Comfort 2 customer -

“Amazing company and very helpful staff.”

BBI 24 01 IP DFE - Insulate Homes Scheme 2 customer -

“Roof insulation done by Blue Build. From start to finish they were amazing with the office sorting out the grant till the guys installing. Very professional and left the place spotless highly recommend.”

PNG 24 04 IP DFE - Efficiency Plus - Insulation Fully Funded 2 customer -

“Staff are a great credit to your company. Personable, polite and keeping me informed throughout process. I am very content with the quality of the workmanship and efficiency the project was completed”.

6. Conclusions

The additional DfE-funded schemes delivered in 2024/25 successfully installed **1,858** energy efficiency measures across **1,064** properties across Northern Ireland. This was achieved within a limited delivery window, of six months, with a total spend of **£2,292,502** against an allocation of up to £2.295 million, demonstrating strong financial management and effective programme delivery.

The programme also introduced two key changes for 2024/25: updated income eligibility criteria to better target support based on household need (for Priority Individual Measures schemes, couple/single parent threshold increased from £35k to £40k), and in-year adjustments to cavity wall insulation extraction and refill caps, increasing the cap to 70% from 50% for Priority Individual Measures schemes. Together, these changes enhanced the programme's ability to target those most in need while improving delivery flexibility, reducing constraints, and better reflecting conditions on the ground, supporting more effective overall delivery.

Funding increased substantially between 2023/24 and 2024/25, rising from £900,000 to £2,292,502—an uplift of over 150%. This resulted in a significant expansion in delivery, both in scale and scope, with total measures increasing from 514 to 1,858 and the number of properties supported rising from 469 to 1,064, equating to an average spend of £1,233 per measure and £2,154 per property. The measures delivered included cavity wall insulation, loft insulation, LED lighting, hot water tank jackets and low-flow/eco showerheads. Whilst comparisons with 2023/24 are limited due to the contrasted funding levels, 2024/25 delivery reflects improved value for money in terms of cost per measure. While the cost invested per property is higher, households received a greater number or depth of interventions, resulting in enhanced overall energy efficiency and improved comfort outcomes, reflecting a more diverse and comprehensive approach to household energy efficiency.

Cavity wall insulation remained the dominant measure, increasing from 380 to 673 installations, with extraction and refill accounting for a high proportion of delivery. This reflects continued demand for this intervention; however, as a typically higher-cost measure particularly where extraction is included, it has an influence on the overall number of installations achievable within the available funding. Encouragingly, there was an increase in the proportion of properties receiving both cavity wall and loft insulation, representing a positive shift towards dual-measure uptake (Loft and Cavity Wall Insulation) and a stronger fabric-first approach. Loft insulation also grew substantially from 128 to 598 measures, with the majority continuing to fall within the 100–300mm range.

Overall, the increased level of investment supported both higher volumes of installations and a broader range of interventions, improving household energy efficiency and demonstrating clear progress in programme reach and impact.

Winter 2024/25 was marked by periods of very cold weather and unprecedented storm events including Storm Éowyn, which resulted in delays to cavity wall insulation installations due to temperature-related suitability constraints, as well as disruption to ventilation works, including difficulties securing roofing contractors. Despite these challenges, delivery remained strong, with only a minimal underspend of approximately £2.5k against the overall allocation.

The majority of properties were mid- to late-20th century homes, predominantly semi-detached houses and bungalows, with gas and oil remaining the main sources of heating. Extraction and refill was the most common cavity wall insulation measure, while standard-depth loft insulation (100–300mm) accounted for the majority of loft installations.

From a geographical perspective, delivery in 2024/25 achieved full regional coverage, with all 11 council areas benefiting from installations, compared to 10 in the previous year. While distribution did not directly align with population share, this reflects the demand-led nature of the programme, with Belfast City Council continuing to account for the highest proportion of delivery.

Primary Bidders are expected to undertake targeted and inclusive marketing to encourage uptake across all regions of Northern Ireland, ensuring funding and benefits are accessible to both urban and rural communities, avoiding concentration in any single area, maximising the overall impact of NISEP schemes. While NISEP actively monitors and reinforces these expectations, uptake cannot be fully controlled, as funding is allocated on a first come, first served basis to those most in need.

Variation in delivery across council areas can be attributed to several factors, including the mid-year allocation of funding, which resulted in a compressed six-month delivery period, and the first come, first served basis of NISEP funding. In addition, higher-density urban areas are typically easier to target, supporting more efficient delivery of measures within the limited timeframe, including completion of required quality monitoring.

Primary Bidders used a mix of national and local marketing approaches to maximise reach and ensure broad geographic coverage across Northern Ireland. These included digital campaigns, social media, company websites, and customer testimonials, alongside traditional methods such as newspaper advertising, local radio, leaflet drops, and door-to-door engagement, supported by community outreach through local groups and councillors.

Overall, the schemes achieved significant lifetime energy savings, carbon reductions, and customer benefits, demonstrating strong value for money and impact. With the total GCB estimated at £6.81million, this equates to a return of approximately **£2.97** in lifetime Net Present Value (NPV) benefits for every £1 of DfE funding invested. The successful delivery of the expanded funding in 2024/25 further reinforces the effectiveness of NISEP as a mechanism for delivering targeted energy efficiency support to Priority households.

Building on the positive outcomes from both 2023/24 and 2024/25, the programme continues to demonstrate its ability to scale delivery, respond to demand, and deliver measurable benefits. The Utility Regulator remains committed to continued collaboration with DfE on future funding initiatives to possibly further support vulnerable households, achieve sound regional balance of measures installed and enhance energy efficiency across Northern Ireland.