

**HABMS Advisory Meeting**  
Meeting on **3<sup>rd</sup> August 2022** Starting at **15:00**  
**MS Teams**



**Summary of Meeting**

**1. Welcome & Introductions**

**Attendee List:**

Alan Young (HETAS) Chair	Linda Taylor (AMP)
Bruce Allen (HETAS)	Terence McCracken (Innasol)
Erica Burlace (HETAS)	Pablo John (REA)
Jo Courtney-Wiggins (HETAS)	Tim Gourley (Tisigo)
Oliver Edgar (HETAS)	Mark Lebus (LC Energy)
Alice Mitchell (Ofgem)	Iain Summerfield (KIWA)
James Woods-Segura (Ofgem)	Andrew Hopton (Woodsure)
Mhairi McArthur (Ofgem)	

**2. Update from Chair**

**i. Review of notes of the last meeting and actions**

Minutes signed off and any ongoing actions noted. Completed actions addressed within slides.

**3. Update on Scheme Progress**

See slides. Breakdown of businesses Registered, Operatives and Notifications received.

Costs associated with Notifications presented with explanation on reasoning behind fees.

**4. The drivers for Biomass Boiler Maintenance – Kiwa presentation from Iain Summerfield**

Separate slides. – Reports available @ <https://www.gov.uk/government/publications/biomass-boilers-measurement-of-in-situ-performance>

**5. Communications**

**i. HETAS**

Communications have been progressing through the HETAS Marketing team, however noting that there is limited reach (contained within industry) and action is needed (mainly via Ofgem) to reach RHI Recipients.

Positive engagement via HETAS;

JULY/ AUGUST 2022

HETAS has undergone website redesign and moved to a new platform. Information on website;

<https://www.hetas.co.uk/consumer/biomass-maintenance-faq>/<https://www.hetas.co.uk/trade/scheme/biomass-maintenance-scheme/>

Have actively pushed communications across multiple platforms to industry, existing and potential registrants and manufacturers etc, carrying the following messages:

- The opportunity for Biomass Maintenance Businesses according to the accredited appliances that need to be maintained across the UK on an annual basis.
- The steps to registration with HETAS – Website, Newsletters, Emails and Social
- The steps for NDRHI Recipients to compliance – FAQ's for Recipients, Web information
- Cross Referencing and Sharing - FAQ's for NDRHI Recipients, Businesses and Engineers
- Particular focus on areas of the UK that are underrepresented, Mailers and direct calls, weekly social posts

- Update in HETAS July 2022 trade newsletter
- Follow up support calls to businesses not notifying
- Mailers to registrants

## ii. Ofgem

Meetings held with BEIS & Ofgem to push communications direct to RHI Recipients.

- Provided information on key areas of the Standard and Regulations that RHI Recipients need to be alive too

EB confirmed that discussions with BEIS and Ofgem have taken place. Assurance that further Comms will be progressing.

JW-S – Provided assurance that Ofgem are aware of the need for direct command and have moved comms forward – looking at Aug/Sept.

Including message of what Regulations Require & Guidance on what to retain as evidence.

LT – Requested detailed Comms plan to be shared with group.

TMCC – Requested Ofgem confirm the dates in advance – advised of risks of not communicating to RHI Recipients in order to meet Regulations – engagement is needed to push awareness.

TG – Advised that comms needed to include the ramifications for consumers if Notification is not provided/able to be evidenced.

### **ACTION**

**HETAS to keep group updated with Comms Plan – continue with providing guidance to industry. Update group when advised Ofgem comms are actioned.**

## **6. Business & Engineer spread - Facilitating demand (Meeting action point)**

AY expanded on previous meeting information containing map of engineer spread and targets (See slides.)

- Data extracted from Ofgem Non Domestic RHI Annual Report 2020-21
- Targeted data related to number of boilers per reason as a percentage of the total. Data was linked to Ofgem.
- Limited data on how many engineers were actively maintaining boilers (not installing.)

## **7. Compliance**

See slides. AY provided information related to Office & site auditing, positives and challenges.

Noted MCS 040 challenges in relation to office documentation required.

BA advised meeting to be held with MCS to re-visit the standard.

### **ACTION**

**HETAS to advise MCS of current challenges in administering Scheme in relation to working documentation for businesses. – Some part of the Standard are now irrelevant and greater clarification around Notifications.**

## **8. Open discussion**

- i. Current Challenges
- ii. Training
- iii. MCS 040

AY opened discussions to Group to discuss challenges.

Communication was identified as a critical area.

MCS Standard also highlighted; Clarification and compliance.

LC queried Notification requirements based on outcome of MCS Standard working group – that Notification was not agreed as a mandatory requirement/Standard eludes to registration being the only requirement.

BA advised Standard was finalised and the Regulations were set based on an understanding of a Notification system to provide meaningful data and quantify success.

AY discussed training and identified that there is a lack of defined general scope training – something HETAS is working on with partners.

## **9. AOB**

No additional comments.

**Close**