



Department for the
Economy
www.economy-ni.gov.uk

ENERGY ONE STOP SHOP IMPLEMENTATION PLAN

CONSULTATION ON POLICY OPTIONS



October 2022

Contents

1. Ministerial Foreword	3
2. Background	4
3. Energy One Stop Shop Purpose and Scope	6
4. Energy One Stop Shop Implementation Roadmap	16
5. How The Energy One Stop Shop Will Operate	20
6. What Will the Energy One Stop Shop Look Like?	21
7. Summary of Consultation Questions	22

1. Ministerial Foreword

Northern Ireland must play its part in reducing carbon emissions, ending our reliance on imported, expensive fossil fuels, ensuring we pay a fair price for the energy we produce locally, creating the conditions to eradicate fuel poverty and deliver better health outcomes for some of our most vulnerable in our society. Importantly, there is an opportunity to transform our economy through the delivery of green jobs and zero carbon technology solutions.

The Northern Ireland Energy Strategy “**Path to Net Zero Energy**”, published on 16 December 2021, set out the NI Executive’s vision for net zero carbon and affordable energy. It will help to ensure that more of the money we spend on energy stays in the local economy, helping to create opportunities for jobs and wealth.

Fundamental to the Strategy is that consumers are at the heart of energy decarbonisation and should be central to all decision-making. Future energy policies will seek to “**enable and protect**” NI’s non-domestic and domestic consumers and in particular those who need protection from the impact of financial risk or who may need advice and support to benefit from opportunities.

At the moment, a range of organisations across Northern Ireland provide energy-related information, advice and support to consumers. During the Energy Strategy consultation in 2021, one clearly emerging theme that enjoyed widespread support was the concept of the establishment of a “**One Stop Shop**”.

The One Stop Shop will work with partners to consolidate advice, guidance and support in energy-related matters in an effort to simplify the energy decarbonisation journey for consumers, whether they need impartial advice on what to do and how to do it, or protection along the decarbonisation journey.

This will be a vitally important pillar on the journey to energy decarbonisation and will provide a gateway for consumers seeking information, advice and guidance on energy-related matters. As the current energy price crisis and associated cost of living crisis amply demonstrates, this service is certain to prove extraordinarily important over the coming years.



GORDON LYONS MLA
Minister for the Economy

2. Background

Consumer Energy Information, Advice and Support Landscape

- 2.1 At present, Northern Ireland has a range of contact points where consumers, communities and non-domestic consumers are able to receive information, advice and support about energy issues, in particular energy efficiency, renewable energy and net zero products and services.
- 2.2 This support is offered by a wide range of bodies, including:
- Energy statutory bodies such as the Consumer Council and Utility Regulator;
 - Other public organisations like the Northern Ireland Housing Executive through its Energy Advice Service; and
 - Invest NI as well as charities, the voluntary sector and others such as the Energy Saving Trust, Bryson Energy, National Energy Action NI and Manufacturing NI.
- 2.3 This is in contrast to other nations, such as Scotland, England, the Republic of Ireland and other countries across the European Union where this information, advice and support service is provided centrally through organisations such as the Sustainable Energy Authority Ireland (SEAI) or Home and Business Energy Scotland.
- 2.4 A significant amount of research has been undertaken over the past few years by the Department and its partners. This research was detailed and published in the [Energy Evidence Programme](#) which was published online in December 2021. The research provided extensive insight into the views and experiences of consumers as well as the barriers they face and their preferences, including the following:
- Consumers want to play a part in moving to locally produced, renewable energy but are seeking leadership, information, direction, and financial help where necessary to make choices and changes;
 - Many consumers see themselves as passive rather than active participants, waiting for the government to bring information to their attention;
 - Consumers lack not only financial support, but also information on different options available to decarbonise the energy they use; and
 - Trust in new technologies is also a key challenge that must be overcome.
- 2.5 Having a One Stop Shop to provide impartial information, advice and support could help to overcome the barriers that consumers face in moving to sustainable technologies and may provide a number of benefits and advantages. These include the following:
- Provide a trusted source of appropriate, tailored information and support;
 - Simplify and make it easier for the consumer to assess their options, make decisions and implement the changes; and
 - Bring together engagement and service delivery through forging links across the supply chain including for example building owners, local authorities and installers.

- 2.6 The Department for the Economy's Energy Strategy Call for Evidence and subsequent Energy Strategy Consultation, asked respondents for their views and evidence on the idea to establish a "One Stop Shop" that provided consumers and businesses with a single point of contact for information, advice and support in energy strategy related matters. The proposal received overwhelming support from respondents.

The Path to Net Zero Energy Strategy

- 2.7 The [Path to Net Zero Energy Strategy](#) (the Strategy) was published on 16th December 2021. It sets out an ambitious pathway to a decarbonised, affordable energy future for everyone within Northern Ireland, one that ends price volatility associated with fossil fuels and ensures that more of the money we spend on energy stays in the local economy, helping to create opportunities for jobs and wealth creation.
- 2.8 One of the five principles underpinning the Strategy is "Placing You At The Heart Of Our Energy Future", whereby consumers must be key to all decision-making. This principle means also that all future energy policies must seek to **"enable and protect"** consumers to ensure they can become active participants in and benefit from the journey to net zero energy.
- 2.9 One of the key objectives included in the Strategy and the subsequent [Energy Strategy 2022 Action Plan](#) to support consumers on their energy decarbonisation journey is to develop a "One Stop Shop" to deliver trusted information and support. The Department committed to "produce a detailed plan with timescales for establishment of a One Stop Shop for energy information, advice and support scheme delivery."
- 2.10 This public consultation sets out the One Stop Shop implementation plan. This includes options to define the service's purpose, scope, types of services offered, the implementation roadmap and options for the management and governance of the One Stop Shop service.

How to Respond

- 2.11 This consultation will be hosted online at the following address: <https://consultations.nidirect.gov.uk/df/e/energy-strategy-consultation-on-one-stop-shop>
- 2.12 The Citizen Space website has been specially designed to be as user-friendly and welcoming as possible for those who wish to complete the consultation. It also allows the Department to rapidly collate results. For this reason, we would particularly encourage anyone who is interested in responding to this consultation to utilise Citizen Space as the method of their response.
- 2.13 However, if this is not possible, you can respond to this consultation via email at: EnergyConsumers@economy-ni.gov.uk or you can respond in writing to the DfE Energy Consumers Team address in Adelaide House by 31st January 2023:

Energy One Stop Shop Consultation
DfE Energy Consumers Team
6th Floor, Adelaide House
Adelaide Street
Belfast BT2 8FD

- 2.14 When responding via email or in writing, please state whether you are responding as an individual, or representing the views of an organisation – and if so, please state the name of the organisation. Also, quote the following Consultation Reference: Energy One Stop Shop Consultation.

3. Energy One Stop Shop Purpose and Scope

3.1 The [Path to Net Zero Energy Strategy](#) set out our vision:

Net Zero Carbon and Affordable Energy

Specifically in respect of the One Stop Shop, to enable consumers through the energy decarbonisation journey by:

- Making energy as simple as possible for everyone in society;
- Enabling households and businesses to have access to essential and affordable energy to enable a decent standard of living, health and competitiveness;
- Protecting people by informing, empowering and supporting them on the journey to energy decarbonisation for all their energy needs;
- Delivering trusted information, support and advice to consumers on net zero in heat, power, transport and energy efficiency;
- Running information and awareness campaigns on energy decarbonisation; and
- Supporting people and businesses through every step of their journey with local solutions that fit their needs and budgets.

3.2 The [Energy Strategy Action Plan 2022](#) committed to producing a plan to establish a One Stop Shop for energy information and advice and to support scheme delivery for consumers and communities during the energy transition.

3.3 The Department has examined and analysed in detail the mission, objectives, type of services offered, target audiences and the governance arrangements of the One Stop Shops operating in Scotland, England, the Republic of Ireland¹ and France. We have also examined other initiatives across Europe to identify best practice.

3.4 We have also carefully considered how information, advice and support on energy matters is currently provided to both domestic and non-domestic consumers in Northern Ireland and in particular, the statutory roles of the Utility Regulator, Consumer Council for Northern Ireland, the Northern Ireland Housing Executive and Invest NI.

3.5 The evidence shows that there are a number of approaches available to deliver the Energy One Stop Shop including what objectives it has, the services it should offer, timescales for when these services should be made available as well as the type of consumers it should advise and support.

3.6 In this section we present options for the One Stop Shop purpose and scope along with supporting evidence in the following areas:

- Guiding principles;
- Strategic objectives;
- Consumer audience;
- Type of services provided; and
- Consumer engagement channels.

1 Home Energy Scotland, Citizens Advice Bureau England and Sustainable Energy Authority of Ireland.

3.7 In terms of the management and governance of the One Stop Shop service, we are considering a number of options based on identified best practice models. High level analysis of this issue is included in section 6 of this consultation. However, purely from a consumer perspective, the governance model of the One Stop Shop should not change the quality of the information and advice that consumers and businesses receive or the type and level of support provided.

One Stop Shop Guiding Principles

3.8 Respondents to the Energy Strategy for Northern Ireland Consultation on Policy Options made a number of suggestions about the standards and principles for the One Stop Shop. These included the following:

- Impartiality: in order to be a credible and trusted source of information and advice, the One Stop Shop should be evidence based and not show any bias towards any one type of technology or approach;
- Ability to operate as a delivery body: it should have the authority and power to deliver government energy policy objectives;
- Working in partnership: the organisation managing the One Stop Shop should work together with local authorities, voluntary and community organisations and the energy sector across Northern Ireland;
- Possess adequate resources: it should be sufficiently resourced to be able to provide the required level of advice and support; and
- Expertise and leadership: the One Stop Shop service providers will need to have the appropriate depth of knowledge and expertise to meet the needs of domestic and non-domestic consumers.

3.9 The Department has engaged extensively with a wide range of organisations representing domestic consumers, businesses, energy industry, public bodies and third sector organisations seeking their views and evidence on a number of One Stop Shop issues including the guiding principles.

3.10 We have also examined research and best practice around guiding principles for consumer engagement. Examples include recent research on consumers' views and experiences on energy and net zero matters commissioned by the Northern Ireland Utility Regulator^{2,3} and a recent discussion paper by Citizens Advice Bureau on how to address the energy advice challenge.⁴

3.11 Based on this and other evidence and examples of best practice, we are proposing adopting a number of high level principles to underpin the One Stop Shop approach, purpose and scope. These are described below and shown in Figure 1.

- Consumer centric – the One Stop Shop will focus on delivering positive outcomes for consumers;
- Provides tailored services – the One Stop Shop will meet the needs of individual consumer groups to ensure domestic and non-domestic consumers have access to the adequate types and levels of information, advice and support that they need;

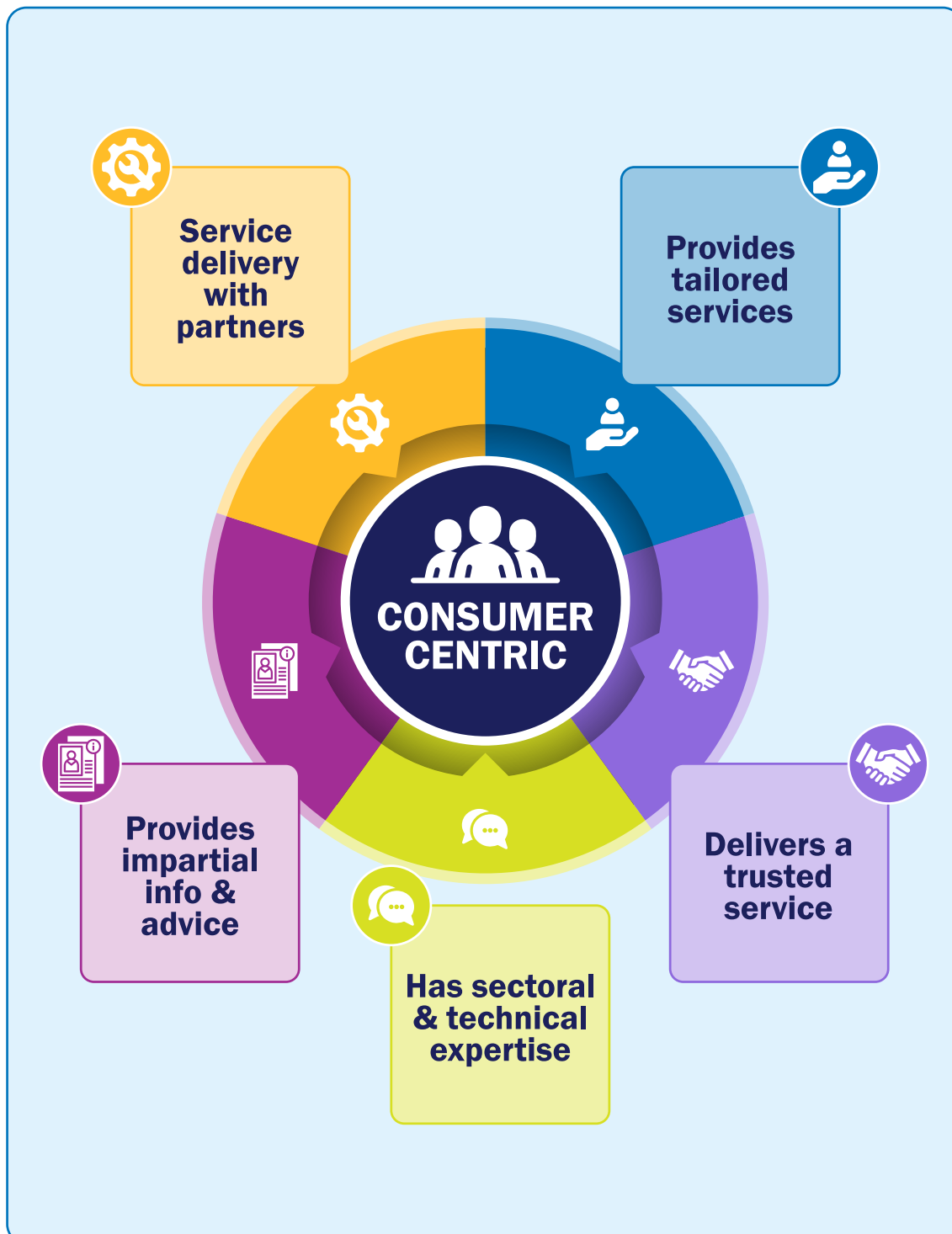
2 [Utility Regulator Energy Strategy Consumer Research, SMR, 22 April 2021.](#)

3 [Stakeholder and consumer views on energy transition in Northern Ireland - Report prepared for the Utility Regulator, Ipsos Northern Ireland, March 2022.](#)

4 [TACKLING GAPS AND OVERLAPS – addressing the energy advice challenge – CAB discussion paper – 14 April 2022.](#)

- Has adequate sectoral and technical expertise – the One Stop Shop will provide up to date, accurate and factual information and advice on existing and upcoming products, technologies and services;
- Delivers a trusted service – building consumer trust will be a key priority for the One Stop Shop;
- Provides impartial information and advice – the One Stop Shop will only provide factual, accurate and independent information; and
- Delivers service in partnership with other bodies and organisations – the One Stop Shop will create partnerships with other organisations to ensure a presence across Northern Ireland and to maximise the benefits to consumers of the information, advice and support network in Northern Ireland.

Figure 1: Principles Underpinning a “One Stop Shop” Approach



QUESTION 1 – Do you agree with the Energy One Stop Shop underpinning principles?

Please provide evidence to support any additional comments or suggestions.

QUESTION 2 – Do you agree with the definitions for each of the proposed principles?

Please provide evidence to support any additional comments or suggestions.

Energy One Stop Shop Strategic Objectives

3.12 We propose that the Energy One Stop Shop will deliver the following strategic objectives:

“The Energy One Stop Shop will **inform, advise and support** people, businesses and communities⁵ **to enable** them to transition to affordable, smart decarbonised solutions for their **energy efficiency, power, heat and transport** needs, with **special regard** to those who may be least able to.”

It will:

- Make available and deliver free, expert and impartial information and advice;
- Provide tailored support; and
- Run information and awareness campaigns.

It will not:

- Handle complaints;
- Act as a regulator;
- Enforce rules and regulations;
- Act as a broker;
- Promote specific products, services or brands; and
- Sell products or services.

QUESTION 3 – Do you agree with the proposed strategic objectives for the Energy One Stop Shop?

Please provide evidence to support any additional comments or suggestions.

3.13 The following relevant factors were considered when deciding on these strategic objectives:

- The Department for Infrastructure is responsible for transport policy;
- The Department for the Communities is responsible for housing and fuel poverty policies;
- The Department of Agriculture, Environment and Rural Affairs proposed in its consultation on the Draft Green Growth Strategy for Northern Ireland to “promote behavioural change by providing low carbon timely information, advice and support to citizens and businesses to enable them to make informed choices on the transition to a low emissions economy”;
- The Consumer Council for Northern Ireland is the statutory consumer organisation in Northern Ireland on energy matters. Its duties include providing consumers with expert advice and empowering them with adequate information;

⁵ We are also consulting on the consumer groups that the One Stop Shop should inform, advise and support. We will amend the wording of the mission and aims based on the responses to that aspect of the consultation if required.

- The Department for Communities currently funds the Northern Ireland Housing Executive to run the Energy Advice Service. This provides free impartial information and advice to households to help them reduce their carbon footprint and to save money; and
- The Utility Regulator is responsible for the Northern Ireland Sustainable Energy Programme. Energy efficiency and renewable energy schemes are funded through electricity consumers and are administered by the Energy Saving Trust.

3.14 The Department for the Economy will continue to work closely with these organisations during the establishment of the One Stop Shop.

Consumer Audience

3.15 The Path to Net Zero Energy Strategy focuses on enabling all consumers who want to be active participants in the energy decarbonisation journey and providing tailored services and protection to those who may be unable to participate because of their specific circumstances such as income levels, geographical location, age, etc.

3.16 Respondents to the Energy Strategy Call for Evidence highlighted the different energy needs of different groups of consumers, suggesting that a range of tailored measures and approaches is needed to meet the particular needs of each group. This view is supported by the consumer research commissioned by the Utility Regulator and outlined in paragraph 3.10 of this consultation.

3.17 As previously outlined, the Utility Regulator, the Consumer Council for Northern Ireland and the Northern Ireland Housing Executive currently offer support, information and advice to domestic consumers on a number of energy issues. Those organisations have special regard to those who are vulnerable and/or experiencing fuel poverty.

3.18 In relation to business consumers:

- Invest NI provide information and advice, directly and through a range of information services⁶ to business⁷. However, the businesses can only become an Invest NI client if they reach a turnover of £250K per annum within 5 years and achieve at least 25% of those sales outside of Northern Ireland. As a result, Northern Ireland smalls businesses typically do not have access to the support that Invest NI provides.
- The Federation of Small Businesses has asked that small businesses are treated fairly on energy and net zero matters, including having access to the same information, advice and protection as domestic consumers⁸. The reasons to support this view include the following:
 - Small businesses in Northern Ireland account for 98% of all businesses here and provide 75% of all private sector jobs and two-thirds of private sector turnover⁹;
 - Research¹⁰ identified that small businesses are disadvantaged compared to large businesses and domestic consumers on energy matters; and
 - Small businesses lack expertise in energy matters and lack of time and resources to spend outside their core business issues.

6 This includes the website www.nibusinessinfo.co.uk

7 Source: Invest NI, <https://www.investni.com/about-us/how-we-support-business>

8 Source: Federation of Small Businesses Northern Ireland, response to the [Energy Strategy Call](#) for Evidence, 3 April 2020.

9 Idem

10 Idem

3.19 To address these issues, the Energy Strategy Options Consultation proposed defining four distinct consumer groups to help review the impact of future energy policies. The proposal received support from over 90% of respondents and the four groups are listed below:

- Domestic consumers with vulnerable characteristics (e.g. low income, of pensionable age, digitally excluded, living with chronic ailment or disability and in rural areas);
- All other domestic consumers;
- Small businesses (up to 50 employees); and
- Larger businesses (over 50 employees).

3.20 In summary, the Path to Net Zero Energy Strategy stated that the One Stop Shop will “support **people and businesses** through each step of their journey towards net zero in heat, power, transport and energy efficiency, with local solutions that fit their needs and budget.”

3.21 We propose the following:

“The target consumer audience of the Energy One Stop Shop will comprise all domestic consumers, non-domestic consumers including micro, small and medium businesses and community energy groups. It will have special regard to the needs of vulnerable consumers in particular in terms of the communication channels offered and the type and level of support provided.”

QUESTION 4 – Do you agree that the Energy One Stop Shop should provide advice, information and support to domestic consumers, micro, small and medium businesses and community energy groups?

Please provide evidence to support any additional comments or suggestions.

QUESTION 5 – Do you agree that the Energy One Stop Shop should take account of the needs of vulnerable domestic consumers, in particular those with low incomes, of pensionable age, digitally excluded, living with chronic ailment or disability or in rural areas?

Please provide evidence to support any additional comments or suggestions.

Type of Services Provided

3.22 One stop shops can play roles as facilitators in enabling consumers, businesses and communities, by providing integrated, tailored solutions, pooling funding opportunities and other activities that make energy and net zero easier and more accessible.

3.23 With regards to the provision of financial support, the Home Energy Conservation Authority Annual Progress Report 2021¹¹ shows that £15.77m¹² worth of financial support and grants was provided to consumers living in private sector homes to improve energy efficiency and install renewable equipment. In addition to this, £16.82m was invested in Housing Executive and Housing Association homes to upgrade boilers, heating systems and install double glazing.

11 <https://www.nihe.gov.uk/Documents/Energy/HECA-annual-progress-report-2021.aspx>

12 The Boiler Replacement Scheme provided £1.2m worth of grants, the Northern Ireland Sustainable Energy Programme £7.9m and the Affordable Warmth Scheme £6.67m.

3.24 The Northern Ireland Sustainable Energy Programme is currently extended until March 2023, pending a DfE review of energy provision in Northern Ireland while DfC funds the Boiler Replacement and Affordable Warmth Schemes. In addition to these schemes, the Path to Net Zero Energy Strategy and the Energy Strategy Action Plan 2022 committed to developing domestic and non-domestic energy efficiency and renewable electricity support schemes.

3.25 Based on the existing energy service provision in Northern Ireland and the best practice from other energy One Stop Shops, we propose that **the Energy One Stop Shop will provide the following core services:**

A SINGLE POINT OF CONTACT SERVICE

that makes available and delivers energy information and advice in an easily accessible manner through a suitable range of communication channels.



SIGNPOSTING

and warm referrals to relevant organisations and service delivery partners.



ENCOURAGEMENT OF BEHAVIOURAL CHANGE

through information and awareness campaigns and measures such as developing net zero kitemark certifications.

WRAP-AROUND SUPPORT

to hand-hold certain consumer groups from decision-making through implementation and follow-up support to ensure the best outcomes for them.



NON-FINANCIAL SUPPORT

such as training, outreach activities, carrying out energy audits and developing support networks.



QUESTION 6 – Do you agree with the types of services and support that the Energy One Stop Shop should deliver?

Please provide evidence to support any additional comments or suggestions.

3.26 We will consider adding additional roles and responsibilities to the Energy One Stop Shop as part of the phased implementation approach outlined in this consultation.

Potential additional activities are:

LEAD IN THE PRODUCTION

of national and sectoral statistics to meet reporting obligations, guide policy and inform investment decisions.



UNDERTAKE

a programme of energy and behavioural research.

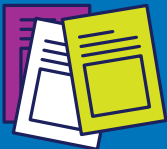
SUPPORT

energy education in schools.



PROVIDE SUPPORT TO BUSINESSES AND PUBLIC AUTHORITIES

including grants, financial support, energy audits, training, toolkits and kitemark certification.



PROVIDE SUPPORT TO SUSTAINABLE ENERGY COMMUNITIES

including financial support.

DELIVER OR ADMINISTER

financial support schemes, especially targeted to those who need it most.



MONITOR COMPLIANCE

and raise awareness of labelling and eco-design regulations.



QUESTION 7 – Should the Energy One Stop Shop deliver any other services or activities? If so, list your priorities.

Please provide evidence to support any additional comments or suggestions.

Consumer Engagement Channels

3.27 One of the principles underpinning the One Stop Shop is to ensure all consumers can access energy information, advice and support. This will require the use of a range of communication channels and approaches tailored to the needs of the different types of consumers and businesses.

3.28 Looking at how the organisations that provide energy information, advice and support services to consumers currently operate within Northern Ireland, we note the following:

- The Consumer Council for Northern Ireland offers extensive online resources, operates a free consumer information, advice and complaints telephone service and employs an outreach team that provide face to face and tailored information, advice and training to consumers and organisations across Northern Ireland;
- The Housing Executive’s Energy Advice Service operates a free telephone advice service and provides information online; and
- Consumerline¹³ operates a free telephone advice service and provides information online.

3.29 The One Stop Shop approaches in England, Scotland and the Republic of Ireland vary in how they provide their advice and support. All offer extensive information and resources on their websites and a telephone advice services. Citizens Advice England and Home Energy Scotland make use of existing consumer advice networks, work through partnerships and contractual arrangements with other organisations or directly to provide face to face and wrap around support.

3.30 The Sustainable Energy Authority for Ireland also has a strong regional presence which includes delivering training, workshops, organising events and mentoring energy champions in local communities.

3.31 We propose that initially the Energy One Stop Shop will engage with consumers, businesses and communities using the following engagement and communication channels:

- **Energy One Stop Shop dedicated and branded website and social media accounts;**
- **Freephone service;**
- **Face to face engagement directly or through delivery partners; and**
- **Media campaigns.**

3.32 Additional communication channels will be considered on an ongoing basis to support any additional services brought on board or to target hard to reach consumer groups.

13 Consumerline is a telephone service run by the Trading Standards Service where consumers can make a complaint against a trader, report a fraud or ask about their consumer rights.

QUESTION 8 – Do you agree with the proposed initial list of consumer engagement channels for the Energy One Stop Shop?

Please provide evidence to support any additional comments or suggestions.

QUESTION 9 – Do you agree with the proposed approach to refine and improve consumer engagement?

Please provide evidence to support any additional comments or suggestions.

4. Energy One Stop Shop Implementation Roadmap

- 4.1 The development and establishment of the One Stop Shop is a vitally important pillar of the Energy Strategy and has been recognised as a high priority. It can also contribute to the objectives of other Northern Ireland Executive strategies including Green Growth, Fuel Poverty and Anti-Poverty.
- 4.2 DfE wants to deliver an Energy One Stop Shop that provides the right type of services, information, advice and support at the right time and that is tailored to the needs of the various domestic and non-domestic consumer groups. The Department is also giving careful consideration to the operational model that we should adopt for the One Stop Shop and the organisations that could run this service to ensure robust governance arrangements are in place and that the One Stop Shop represents value for money in supporting the journey to energy decarbonisation.
- 4.3 In the next section we present options for the One Stop Shop implementation approach and roadmap with evidence to support our recommendations.

Implementation Timeframe

- 4.4 The timeframe to implement the Energy One Stop Shop is very dependent on the type of organisation chosen to deliver it. For example, creating a new public body would likely require enacting primary legislation, which could take a number of years. Expanding the statutory functions of an existing public sector organisation to manage the One Stop Shop service on a permanent basis also presents challenges that would likely require a lengthy period of time to resolve to ensure adequate governance arrangements are in place and that it provides value for money.
- 4.5 The Department for the Economy has engaged extensively with a wide range of organisations representing domestic consumers, businesses, energy industry and more during the development of the delivery options for the One Stop Shop. Most stakeholders consider that the One Stop Shop should be delivered as a matter of urgency.
- 4.6 An interim option would be to deliver the core information and advice function of the One Stop Shop through a core service pilot. While delivering the core information and advice service, the evidence gathered during the pilot would assist the Department in implementing a permanent One Stop Shop by testing issues such as governance, resourcing, service delivery methodologies and engagement with consumers.
- 4.7 An Energy One Stop Shop pilot would provide the following advantages and benefits:
- Consumers would have access to and receive information and support at an earlier date;
 - The pilot project would provide important evidence and data that the Department would use to build permanent arrangements for the One Stop Shop service;
 - Ensure that much-needed interim information services are provided while the Department puts in place the governance arrangements and legislation required for the permanent Energy One Stop Shop;
 - The pilot would help test the validity of purpose and scope of the Energy One Stop Shop and would provide evidence to help refine the types of services provided and the delivery approach;
 - Help build consumers' trust in the Energy One Stop Shop; and
 - Provide flexibility to be able to adopt a phased implementation of One Stop Shop services.

4.8 Based on the above evidence and factors, the Department proposes to:

- **In 2023 the Department will produce a multi-year One Stop Shop Implementation Project Plan in line with the views of respondents to this consultation covering the introduction of any required legislation, securing longer-term funding stream and work with delivery partners to introduce more services.**
- **Establish a One Stop Shop Pilot as soon as possible to ensure domestic consumers and businesses have access to a centralised information and advice service at the earliest possible date. We propose that the pilot duration should be three years.**
- **From year 2 onwards, DfE would evolve further the services that the One Stop Shop pilot offers and the delivery approach. Annually, DfE will monitor the operation of the pilot and may introduce refinements or changes to the governance arrangements in accordance with lessons learned.**

QUESTION 10 – Do you agree with the proposal to commence the operation of the Energy One Stop Shop with a Pilot and that it should launch as soon as possible?

Please provide evidence to support any additional comments or suggestions.

QUESTION 11 – Do you agree with the proposed Energy One Stop Shop Implementation Roadmap?

Please provide evidence to support any additional comments or suggestions.

One Stop Shop Services – Phased Introduction Of Services

4.9 The Department **proposes to adopt a phased implementation of services** whereby the Energy One Stop Shop Delivery Project would operate a Pilot service initially with core services and communication channels. The range and types of services that the pilot and subsequently the full One Stop Shop provides would evolve over time as Energy Strategy policies and support schemes are developed and new net zero products and services become available.

4.10 We have broken down the roadmap for introduction of One Stop Shop services into three different phases:



QUESTION 12 – Do you agree with the proposed services that would be available in Year 1 of the Pilot?

QUESTION 13 – Do you agree with the proposed additional services that the Energy One Stop Shop Pilot would introduce in Years 2 and 3?

QUESTION 14 – Do you agree with the proposed services that the Energy One Stop Shop may consider introducing from Year 4 onwards?

5. How The Energy One Stop Shop Will Operate

- 5.1 For the permanent Energy One Stop Shop, the underpinning governance and potential legislative or procurement arrangements will be important considerations for an implementation project starting next year.
- 5.2 With regard to the organisations that might manage the One Stop Shop Pilot, the Department is considering and seeking legal advice on the options listed below:
- Tasking an existing public body with experience in providing information, advice and support to consumers on energy matters; and
 - Issuing a tender to appoint a service provider to deliver the pilot.

6. What Will the Energy One Stop Shop Look Like?

- 6.1 As mentioned earlier, we have examined in detail a number of net zero one stop shops operating outside Northern Ireland to identify what lessons we can learn. This has included Sustainable Energy Authority of Ireland, Energy Saving Trust Scotland and Citizens Advice Bureau England as well as representatives from non-energy One Stop Shops operating in Northern Ireland including Housing Rights Service and Make the Call.
- 6.2 We have looked with particular interest at the approach adopted by the Scottish Government, whereby it created new brands for the Scottish Net Zero One Stop Shop, Home Energy Scotland (HES) and Business Energy Scotland (BES). These stand under the Scottish Government's own net zero banner, Net Zero Scotland. The Scottish Government appointed Energy Saving Trust Scotland to deliver the HES and BES services in partnership and under contractual arrangement with other local organisations.
- 6.3 The Department believes that elements of the Scottish Net Zero One Stop Shop model would work well with the options that we are outlining in this consultation.

6.4 **The Department proposes that the Energy One Stop Shop Pilot will have its own name, logo and branding.**

This approach has worked successfully for the Northern Ireland Sustainable Energy Programme whereby the Energy Saving Trust administers the scheme on behalf of the Utility Regulator but under the NISEP branding¹⁴.

- 6.5 The Department will monitor the effectiveness and level of consumer support for the branding trialled during the life of the pilot to make improvements or changes.

QUESTION 15 – Do you agree with the proposal to create a new brand for the Energy One Stop Shop?

Please suggest names for the service and evidence to support any additional comments or suggestions.

14 <https://www.uregni.gov.uk/files/uregni/documents/2022-05/NISEP%20List%20of%20Schemes%202022-2023.pdf>

7. Summary of Consultation Questions

QUESTION 1 – Do you agree with the Energy One Stop Shop underpinning principles?

QUESTION 2 – Do you agree with the definitions for each of the proposed principles?

QUESTION 3 – Do you agree with the proposed strategic objectives for the Energy One Stop Shop?

QUESTION 4 – Do you agree that the Energy One Stop Shop should provide advice, information and support to domestic consumers, micro, small and medium businesses and community energy groups?

QUESTION 5 – Do you agree that the Energy One Stop Shop should take account of the needs of vulnerable domestic consumers, in particular those with low incomes, of pensionable age, digitally excluded, living with chronic ailment or disability or in rural areas?

QUESTION 6 – Do you agree with the types of services and support that the Energy One Stop Shop should deliver?

QUESTION 7 – Should the Energy One Stop Shop deliver any other services or activities? If so, list your priorities.

QUESTION 8 – Do you agree with the proposed initial list of consumer engagement channels for the Energy One Stop Shop?

QUESTION 9 – Do you agree with the proposed approach to refine and improve consumer engagement?

QUESTION 10 – Do you agree with the proposal to commence the operation of the Energy One Stop Shop with a Pilot and that it should launch as soon as possible?

QUESTION 11 – Do you agree with the proposed Energy One Stop Shop Implementation Roadmap?

QUESTION 12 – Do you agree with the proposed services that would be available in Year 1 of the Pilot?

QUESTION 13 – Do you agree with the proposed additional services that the Energy One Stop Shop Pilot would introduce in Years 2 and 3?

QUESTION 14 – Do you agree with the proposed services that the Energy One Stop Shop may consider introducing from Year 4 onwards?

QUESTION 15 – Do you agree with the proposal to create a new brand for the Energy One Stop Shop?