



Subject:	Energy One Stop Shop Implementation Plan – Consultation on Policy Options
Date:	20th January, 2023
Reporting Officer:	John Tully, Director of City and Organisational Strategy
Contact Officers:	Richard McLernon, Climate Programme Manager – City

Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Sometime in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of Report/Summary of Main Issues
1.1	To update the Committee on the Energy One Stop Shop Implementation Plan – consultation on policy options. The closing date of the consultation has been extended from 20th January to 31st January, 2023 at 5 p m.
2.0	Recommendations
2.1	It is recommended that the Committee review the following summary of the DFE Energy One Stop Shop Implementation Plan – consultation on policy options and the attached officer response, which will be submitted prior to 31st January, on the basis that it is subject to Council ratification.

	<ul style="list-style-type: none"> • While broadly welcoming the Energy One Stop Shop principles, objectives, services and phased approach we have requested alignment with both regional and local targets and initiatives including the Belfast net zero targets of 66% reduction in scope 1 and 2 emissions by 2025, 80% reduction by 2030, and 100% reduction by 2050, the development of the Belfast Local Area Energy Plan and the development of the Belfast EV Strategy. We have also encouraged a tailored communication and engagement approach to the most vulnerable in society, and that research be undertaken to understand the needs of the most vulnerable, our communities and partners, such as the Council, in supporting the energy transition and ensuring a just transition.
<p>3.0</p>	<p>Main Report</p>
<p>3.1</p>	<p>One of the key actions in the NI Energy Strategy is that the Department for Economy (DFE) establish an Energy One Stop Shop to provide impartial information, advice and support aimed at helping to overcome the barriers that consumers face in moving to sustainable technologies and may provide a number of benefits and advantages. In the consultation document DFE have set out a series of principles, strategic objectives and services which could be provided by the One Stop Shop.</p>
<p>3.2</p>	<p>Energy One Stop Shop Principles</p> <p>The suggested principles underpinning the work of the Energy One Stop Shop are that it will:</p> <ul style="list-style-type: none"> • Be consumer centric – the One Stop Shop will focus on delivering positive outcomes for consumers; • Provide 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; • Have 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; • Deliver a trusted service – building consumer trust will be a key priority for the One Stop Shop; • Provide impartial information and advice – the One Stop Shop will only provide factual, accurate and independent information; and • Deliver 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.

3.3 **Energy One Stop Shop Strategic Objectives**

DFE has identified a set of strategic objectives for the Energy One Stop Shop which are that it will inform, advise and support people, businesses and communities 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 with a focus on:

- 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).

3.4 The Council response welcomes the principles and strategic objectives set out above however encourages the Energy One Stop Shop to align with and support the delivery of both regional and local net zero targets such as the Belfast target of a 66% reduction in scope 1 and 2 emissions by 2025, 80% by 2030 and 100% by 2050. Council have also encouraged the Energy One Stop Shop to be aware of and support initiatives such as the development of a Belfast Local Area Energy Plan and Belfast EV Strategy both of which are due to complete in 2023.

3.5 **Energy One Stop Shop Services**

It is proposed that the Energy One Stop Shop services will include the following:

- 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.

3.6	<p>Potential additional activities have been identified within the consultation, which include:</p> <ul style="list-style-type: none"> • To lead in the production of national and sectoral statistics to meet reporting obligations, guide policy and inform investment decisions. • To undertake a programme of energy and behavioural research. • To 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.
3.7	<p>The Council is broadly in agreement with the suggested services, however, it has suggested a potential programme to understand and meet the needs of the most vulnerable in society, communities and partners such as the Council. We have also suggested a tailored communication and engagement plan may support this activity within the wider communication approach outlined in the consultation documents.</p>
3.8	<p>Implementation Timeframe</p> <p>The consultation document outlines the intention to develop a project plan in 2023 and to initiate a 3-year pilot as soon as possible, subject to funding.</p> <p>Phase 1 services within the pilot would include:</p> <ul style="list-style-type: none"> • Establishing a dedicated website, social media channels and freephone helpline. • Free and independent information to consumers and business by phone. • Detailed information online and through social media, with the initial focus on energy efficiency. • Signposting to other organisations who are sources of energy advice. • Raising awareness of energy issues and energy.
3.9	<p>Phase 2 services include:</p> <ul style="list-style-type: none"> • Free and impartial advice to consumers and businesses by phone, face to face, video-conference, messaging services. • Outreach activities and information campaigns.

3.10	<ul style="list-style-type: none"> • Warm referrals to service delivery partners. • Non-financial support identified by the pilot as being asked for by consumers. • Create and develop service delivery partnerships. • Develop and undertake a programme of energy and net zero consumer behavioural research. <p>Beyond the 3-year pilot, in year 4 onwards it is proposed that the service includes:</p> <ul style="list-style-type: none"> • Wrap-around support to certain consumer groups from decision-making through implementation and follow-up support. • Kitemark certifications. • Support networks and community champions. • Compilation of NI and sectoral statistics to comply with any future net zero monitoring and reporting requirements required by the NI Executive.
3.11	<p>The draft Council response supports the above phased approach, however, it suggests that could any service be accelerated into an earlier phase it should be done so at the earliest opportunity.</p>
<u>Financial and Resource Implications</u>	
3.12	None
<u>Equality or Good Relations Implications/Rural Needs Implications</u>	
3.13	None
4.0	Document Attached
	Draft response to the DFE Energy One Stop Shop Implementation Plan – Consultation on Policy Options.