



Energy Efficiency Scheme (2022)

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Guidance

ISSUED BY THE DEPARTMENT OF ENVIRONMENT, FOOD AND AGRICULTURE

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Introduction and background

This document provides guidance for the Energy Efficiency (No. 2) Scheme 2022. This Scheme forms a part of the Isle of Man Government cost of living crisis response, approved by Tynwald in September 2022.

This Scheme will allow for the distribution of free energy saving measures to eligible members of the public, in addition to funding for installation for a further subset of successful applicants.

Funding for this Scheme derives from the Climate Change Fund. Improvements to the fabric of Island homes will help deliver reductions in energy consumption as well as carbon emissions, in addition to helping create a stronger platform for the future roll out of low carbon heating systems.

The Energy Efficiency (No. 2) Scheme 2022 is made by the Department of Environment, Food and Agriculture (DEFA), with the concurrence of the Treasury, under the Financial Provisions and Currency Act 2011 (FPCA). A copy of the FPCA can be found [here](#).

The Energy Efficiency (No. 2) Scheme 2022 can be found [here](#).

This guidance is issued by the DEFA in accordance with paragraph 22 of the Energy Efficiency (No. 2) Scheme 2022 and sets out how the free energy efficiency measures are to be distributed.

- **Important note** - Providing false, incomplete or misleading information in connection with an application under this Scheme is an offence. The penalty is custody for up to six months, a fine of £10,000, or both.

Disclaimer

The information contained in this document is intended to be general in scope and should not be relied upon solely.

The DEFA may amend this guidance from time to time. While every effort has been made to ensure that the content is correct and up-to-date at the time of publication, DEFA do not accept any responsibility, legal or otherwise, resulting from any errors or omissions and shall not be liable for any losses or damage that anyone may suffer as a result of relying on the information contained herein.

ENERGY EFFICIENCY (No. 2) SCHEME 2022

1. Purpose and scope

The aim of the programme is to make readily accessible a series of relatively straightforward to install measures that will help to improve the energy efficiency of Island homes, thereby lowering the cost of energy bills and providing a supplementary benefit in terms of carbon emission reduction. These savings ought to persist for future years, making a lasting contribution to demand reduction and helping to address the fact that high energy prices are expected to continue for the foreseeable future.

The Scheme makes available £750 for a specified list of energy efficiency items, with an additional £500 for certain applicants to support with installation.

Applicants are defined (and subject to other eligibility criteria) as being the following: -

- Isle of Man resident;
- Homeowner, private tenant, or social housing tenant; and
- At date of application, ordinarily resident at the property

2. Overview of energy efficiency items available

The energy efficiency items available are as follows, including a reference to the total number of items available per property. DEFA would strongly encourage applicants to only request the measures they are confident they need, in order that as many households as possible can receive the benefit of these energy efficiency products.

- Loft insulation (270mm/170mm/100mm) - maximum of 20 rolls.
- Chimney draft excluders - 1
- External door draft excluder - 2
- Self-adhesive window seals - 6
- LED lightbulbs (60w / 75w) - 10
- Letterbox covers - 1
- Radiator reflector roll - maximum 4 rolls
- Water tank jacket - 1
- Water tank pipework insulation - maximum 10
- Smart Heating Control - 1
- Thermostatic Radiator Valves - maximum 10

Important notes:

- The legislation defines these as **maximum** item limits. In practice, the limit may be lower for selected items to reflect changes in market price.
- There is a maximum spend of £750 per property which may not allow for all items to be selected. Please only request the measures you need to allow as many people as possible to benefit from this Scheme.
- Loft insulation, a smart heating control and thermostatic radiator valves are not available for those living in public sector housing. It is the intention of the Department of Infrastructure that further energy efficiency measures will be installed in social housing ahead of winter 23/24, subject to funding.
- Public sector tenants should note that loft insulation, thermostatic valves and smart heating controls are unavailable under this Scheme for public sector tenants to install in their homes. Any public sector tenants who have a particular concern regarding the condition of their property or of

their heating system should contact their landlord who might be able to assist through either their planned or reactive maintenance programmes.

- Not all items will be available at participating depots, but all will be available via the suppliers.
- All public and private sector tenants should check their tenancy agreements and seek landlord permission where necessary before applying for or fitting the energy efficiency items.

3. Eligibility

To be eligible to receive free energy efficiency items the following criteria must apply. You can be eligible through any of these routes. Note that income refers to gross income and a household member is defined as being aged 18 or over.

- There are two income thresholds. You may apply via either of these routes..
 - a. Your weekly income and the weekly income of every household member is below the Isle of Man median income, defined by the most recent Isle of Man Earnings Report. This is £613 per week, which equates to £31,876 a year. **OR:**
 - b. The aggregate income of your household does not exceed £50,000 per year.
- If you are in receipt of one of the following benefits:
 - a. Attendance allowance
 - b. Carer's allowance
 - c. Disability living allowance
 - d. Employed person's allowance
 - e. Income support
 - f. Short term incapacity benefit or long term incapacity benefit
 - g. Income based jobseekers allowance
 - h. Child benefit at the full rate, equating to £24.20 per week
 - i. A war disablement pension

Important notes:

- If you are applying on the basis of the income threshold, the application is being made on behalf of, and with the consent of, all relevant household members.
- If you are applying on the basis of benefits, then the applicant must be the person in receipt of the stated benefit.
- Regarding the income thresholds, they should be considered independent of each other. You can apply via either option and still be eligible. For example, if in a two person household one person earns £35,000 and the other £10,000, the household is still eligible for the scheme. They qualify on the basis of a total income less than £50,000, even though one occupant has an income above the median.

For clarity, a pension is a form of income and will be treated accordingly. Income thresholds are judged on the basis of your most recently assessed income tax return. If your income has materially changed since your last tax return, such that you feel that you are now eligible, please contact Defa, who may use discretion to approve your application. In this instance, proof of your current income would still be required.

The Scheme also provides for an additional £500 to support installation of measures, particularly loft insulation, radiator valves and smart heating controls. You can claim these if you are eligible for the Scheme itself, and are in receipt of:

- Carer's allowance;
- Disability living allowance;
- Short term incapacity benefit or long-term incapacity benefit;
- War disablement pension; and/or
- State pension.

Finally, the Scheme allows eligible applicants to claim a refund on money spent under either the Green Living Grant Scheme (GLGS) or the Energy Efficiency Scheme 2018 (EES 2018). This applies only to items that are available under this new Scheme. For example, if you have part funded loft insulation via the GLGS, then your contribution to that can be refunded through this Scheme.

Important notes:

- A refund on money spent under the GLGS or the EES 2018 is capped at £750.
- A refund can only be claimed for items purchased under the GLGS or the EES 2018 Schemes that are also available under this Scheme, see list of energy efficiency items above.
- If a refund is claimed, this will count towards your total household spend limit under this Scheme of £750.

3.1 Spot Checks

- **Important note** - 5% of applicants will be asked to provide evidence of their eligibility. Their application will be put on hold until they can provide this.

4. Assessing your home

There is extensive guidance on the Net Zero Isle of Man website that will allow you to make an informed decision about the measures you wish to fit in your home and the most effective way to install them.

Of particular note are considerations around loft insulation. In general, this ought to be relatively straightforward to self-install and can provide major benefits. However, DEFA wishes to stress that there are some circumstances in which installation ought to be left to a trained professional. Please read the detailed description via the Net Zero website to determine whether this is the right move for you.

5. Application process

All applicants are encouraged to carefully review their eligibility status and assess their home following the guidance before submitting an application, see sections 3 and 4.

Potential applicants who are unsure of their eligibility, or those who have further queries, should review the frequently asked questions (FAQs) on the Cost of Living Energy Efficiency Scheme website.

The online system has different applications that can be submitted:

- application to receive free energy efficiency items (excluding loft insulation). These are separated by tenure: homeowner, private sector tenant, public sector tenant;
- application for loft insulation; and an
- application for installation support.

The online system also has a portal to submit eligibility evidence if this is requested.

These applications can all be submitted online [here](#).

If you require support to submit your application online, the [Get Online Centre](#) or one of the depots (see below) may be able to assist.

Following the submission of a correctly completed and eligible application form, a voucher will be emailed to the email address provided on the application form. The voucher will contain an expiry date.

Alternatively, you can email energysave@gov.im or send a paper version of the application to:

Energy Efficiency (No. 2) Scheme 2022, DEFA, Thie Slieau Whallian, Foxdale Road, St John's, IM4 3AS

Following receipt of a correctly completed and eligible application form, the DEFA Energy Save Team will input the paper application form into the online system. If the application is successful the voucher will be emailed to the email address provided on the application. If no email address was provided, the voucher will be printed and posted to the applicant.

If you require any further assistance you may contact the Energy Save Team by telephone on +44 1624 685149 or via Freephone: 0808 1624276 or by emailing energysave@gov.im.

5.1 Information to be supplied

All applicants must fully complete the application form, which includes:

- Confirmation of relevant eligibility criteria;
- The applicant's name, address and contact details;
- Energy efficiency items order;
- Declaration that they agree to the terms of the Energy Efficiency (No. 2) Scheme (2022).

Applicants must provide evidence of their eligibility if requested to do so by DEFA, or their application will be unsuccessful. In this Scheme, the onus is on the applicant to demonstrate this. The following information will be required:

- If applying in respect of income criteria, a copy of your most recently assessed income tax return and a copy of the associated assessment letter.
- If applying in respect of the benefits criteria, a copy of any letter confirming receipt of the stated benefits. In the absence of this, you may contact social security who will be happy to issue a new letter to demonstrate which benefits have been received.

Regarding reimbursements:

- For the Green Living Grant Scheme, you will be required to provide a copy of the GLGS offer letter, an invoice from the builder to prove that the items were purchased and a copy of a bank statement showing the payment received from the GLGS.
- For the Energy Efficiency Scheme 2018, you will provide your full name and post code for cross reference against the existing DEFA database.
- Demonstrate your eligibility for the EES 2022 as per the guidance above.

5.2 Assessment criteria

When an application is submitted online, each application will be based on the following criteria:

- Full completion of the application form; and
- Eligibility.

5.3 Approval process

Following a successful application, the applicant will receive a voucher via email.

5.4 Review of decisions

If an applicant wishes to request a review of any decision in respect of the scheme, the applicant must clearly and concisely state the reasons for the review and provide any additional supporting information.

The Energy Save Team must appoint an officer of DEFA to adjudicate on the review. The review officer's adjudication will be final.

The reviewing officer will then consider whether the correct decision has been made in relation to the Energy Efficiency (No. 2) Scheme 2022. However, the reviewing officer does not have the authority to make exceptional one-off decisions which do not comply with the Energy Efficiency Scheme's legislative framework.

A request for a review of a decision must be made in writing within one month of the date of notification of that decision.

An application may only be reviewed once.

Review requests should be either emailed to energysave@gov.im or sent to:

Energy Efficiency (No. 2) Scheme 2022, DEFA, Thie Slieau Whallian, Foxdale Road, St John's, IM4 3AS

6. Depots

The following list includes the depots where applicants can take their vouchers in exchange for the free energy efficiency items.

- Welcome Centre, Douglas Sea Terminal - +44 1624 686262
- Southern Wellbeing Partnership, Port Erin - +44 1624 686109
- Western Wellbeing Partnership, Peel - +44 1624 685846
- Jurby and Northern Community Initiative, Jurby - +44 7624 331794
- Ramsey Community Hub, Ramsey - +44 7624 472541
- DEFA, Thie Slieau Whallian, St Johns - +44 1624 685149

A map is available [here](#).

Important notes:

- Loft insulation and smart heating controls will not be available from depots.
- Availability of items may vary due to demand, in this instance you can go to another depot or supplier who may have the item/s stocked.

In addition to the depots, there will also be suppliers who will accept the vouchers in exchange for free energy efficiency items, see below.

7. Suppliers

The list for suppliers will be updated in due course.

You can only redeem your voucher for loft insulation from a supplier. Once you have redeemed your voucher with the supplier, they will deliver the loft insulation to your home address.

8. Installation

Our [net zero website](#) is full of useful tips, guidance and videos to assist you with deciding which items you need and also to support with fitting them.

Please note that while loft insulation is relatively straightforward to install, there are some circumstances where it would not be advisable to do so without the support of a trained professional. Further details regarding this are provided in the relevant section of the NetZero website.

9. Public disclosure

Applicants should also be aware that both parliamentary and freedom of information questions may be asked about particular applications or applicants. DEFA will answer all parliamentary questions and freedom of information requests in accordance with the Freedom of Information Act 2015 and the Data Protection Act 2018. Further information can be found in the [Privacy Notice](#):

10. Paper Application form

A paper application Form is available via the Energy Save Team on +44 1624 685149 or via Freephone: 0808 1624276 or by emailing energysave@gov.im.

11. Other Schemes

If you are not eligible for this Scheme and are looking to reduce your household bills and/or create a more energy efficient home, the Isle of Man Government offer [advice](#), support and incentives that could help, in particular through the [Green Living Grant Scheme](#).

12. Further support and information

The Cost of Living [website](#) has FAQs.

For further queries or support with this Scheme, please call us on +44 1624 685149 or via Freephone: 0808 1624276 or you can write to us by emailing energysave@gov.im or via post:

Energy Efficiency (No. 2) Scheme (2022), DEFA, Thie Slieau Whallian, Foxdale Road, St John's, IM4 3AS

For support with cost of living you can call the specific helpline on 686262 or visit the help for households website: <https://costoflivingsupport.gov.im/>