



MCS Standards Management Group Meeting – Final Minutes

## MCS Standards Management Group – Final Minutes

Date and time: Wednesday 28th November 2018, 11:00 – 16:30

Venue: Gemserv, 8 Fenchurch Place, London, EC3M 4AJ

### Attendees:

No.	Representing
1.	Solar PV WG Representative (Chair)
2.	Product Certification Bodies (Vice-Chair)
3.	MCS Compliance and Enforcement Manager
4.	MCSSCo Directors
5.	Micro CHP WG Representative
6.	Heat Pump WG Representative
7.	MCSSCo CEO
8.	Solar Thermal WG Representative
9.	Metering WG Representative (part)
10.	MCS 001 WG Representative (part) ( <i>dial in</i> )
11.	MCS Administrator
12.	MCS Administrator
<b>Apologies</b>	
1.	Biomass WG Representative
2.	BEIS
3.	Installer Certification Bodies WG Representative
4.	Heat Pump WG Representative
5.	MCS 010 and MCS 011 WG Representative
6.	Competency WG Representative
7.	Roofing Issues WG Representative
8.	MCS 001 WG Representative
9.	MCS Charitable Foundation CEO

### Agenda:

No.	Agenda Item	Lead by	Paper Reference
1.	Welcome and Approval of the Agenda	Chair	➤ Verbal
2.	Minutes and Actions from Previous Meetings	MCS Administrator	➤ SMG_181128-02a - Previous Minutes ➤ SMG_181128-02b - Action Log
3.	MCS Scheme Updates: <ul style="list-style-type: none"> <li>Stakeholder Advisory Group</li> <li>Scheme Direction Post Novation and Mission Statement</li> <li>Audit and Verification Project</li> <li>Scheme Competency Framework</li> <li>Documents and Standards Review</li> <li>BSOL Licences</li> </ul>	MCSSCo Director/ CEO/SMG Chair	➤ Verbal
4.	SMG-Funded Project Updates: <ul style="list-style-type: none"> <li>PV - <ul style="list-style-type: none"> <li>(1) Self-consumption</li> <li>(2) Guidance notes</li> </ul> </li> <li>Biomass- Percussive ignitions</li> <li>Wind - NOABL database update</li> </ul>	Chair	➤ Verbal



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5.	Change Process	Chair	➤ Verbal
6.	Working Group Updates	MCS Administrator	➤ Verbal – Publication of MCS 005 update ➤ Verbal – Publication of MIS 3002 update
		Micro CHP WG Representative/MCS Administrator	➤ Verbal – Publication of MIS 3007, MIS 3007-2, MCS 014, MCS 015, Add-on Calculator and Test Methodology update
		MCS Administrator	➤ Verbal – MCS 010 consultation and MCS 011 publication update
		Heat Pump WG Representative	➤ Verbal – Publication of MCS 007 update ➤ Verbal - MGD 002 consultation update
		Solar Thermal WG Representative	➤ SMG_181128-06b - Joint TSPEC and Compliance Certificate
7.	Performance Estimate Template <ul style="list-style-type: none"> <li>Heat Technology/PET Disclaimer</li> <li>SCoP</li> </ul>	Heat Pump WG Representative/MCSSCo Director	➤ Verbal
8.	Data Cleansing	MCS Administrator/Heat Pump WG Representative	➤ Verbal
9.	AOB	All	➤ Verbal
10.	Date of next meeting: <ul style="list-style-type: none"> <li>31.01.2019</li> </ul>	All	➤ Verbal

### 1. Welcome and Approval of the Agenda

The Chair welcomed attendees and noted apologies.

The Chair advised the Standards Management Group (SMG) attendees that the meeting was not officially quorate, therefore no criteria decisions could be made until the afternoon when two additional members were due to join the meeting.

The Chair suggested that any additional time after the scheduled meeting agenda items be allotted to allow SMG attendees to provide feedback to the MCS Service Company (MCSSCo) on concerns and ideas for the scheme going forward.

### 2. Minutes and Actions from Previous Meetings

The minutes were reviewed and agreed to be an accurate reflection of the previous meeting, subject to the below amendments:

- Page 10 – Removal of “that”;
- Page 10 – Amendment from “recongising” to “recognises”;
- Page 14 – Replacement of “it” with “this”; and
- Page 15 – Addition of “the data”.



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The Heat Pump Working Group (HPWG) Representative was asked to confirm their vote on a proposal submitted at the last meeting on page 15 and it was noted that the HPWG Representative was unable to recall their vote.

As the previous meeting was not quorate, the MCS Administrator agreed to circulate the minutes to the SMG electronically with a request that they provide their vote on whether the minutes can be finalised with the voting figures currently stated therein.

**Action SMG 181128-01:** MCS Administrator to circulate the previous meeting minutes (27th September 2018) to the SMG with a request they vote on whether the minutes can be finalised with the current voting figures.

The Solar Thermal Working Group (WG) Representative highlighted that, at the previous meeting, the Department for Business, Energy and Industrial Strategy (BEIS) seconded a proposal and suggested for the voting procedure to be clarified for consistency. The Chair agreed to consider this as part of the review of the SMG Terms of Reference (ToR).

**Action SMG 181128-02:** Chair to consider clarifying which parties can raise and second a proposal within the SMG ToR.

The MCS Administrator advised that the MCS 010 and MCS 011 WG Representative had commented on the previous minutes asking for clarification on the next steps for the Heat Pump Best Practice Guide. The MCS Administrator enquired whether the SMG would require a second review of the document once it has been consolidated. The HPWG Representative confirmed that the document was in the process of being combined and SMG clarified that a second review of the document was not required before consultation.

The SMG discussed the outstanding high priority SMG actions and the following updates were noted.

Action:	Description:
Action_SMG_171122-05	MCS Administrator to include IP on the agenda for all Working Group meetings.
<b>Update:</b> During a discussion under agenda item three “MCS Scheme Updates -Documents and Standards Review”, it was confirmed that the project will include a review of the WG and SMG ToRs.	

Action:	Description:
Action_SMG_180427-02	MCS Administrator to ask the MCSSCo Directors to provide a list of items which are being considered for the MID rebuild and to circulate this list to all WGs for comment.
<b>Update:</b> A list of potential improvements for future MCS Installation Database (MID) updates after January 2019 will be shared post-meeting. The MCSSCo Director confirmed that the new MID is expected to go live in January 2019; following this, future improvements could be suggested. The Chair advised that once the new MID was live, the WGs should be informed.	



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Action:	Description:
Action_SMG_180531-11	The MCS Administrator to include technology specific performance estimate disclaimers on the agenda of all heat technology WGs.
<b>Update:</b> This action is subject to the discussion on the Heat Technology/PET disclaimer and financial estimates and will be discussed under agenda item 7 "Performance Estimate Template". The MCSSCo Director expressed that the Scheme should not be involved with providing financial estimates and should only include performance estimates.	

**Action SMG 181128-03:** MCSSCo Director, MCSSCo CEO and MCS Administrator to circulate a communication once the new MID is live to all WGs to explain the improvements.

### 3. MCS Scheme Updates

The Chair introduced the MCSSCo Representatives and explained the MCSSCo structure.

#### Stakeholder Advisory Group

The SMG attendees were informed that the next Stakeholder Advisory Group (SAG) meeting is scheduled for Thursday 24<sup>th</sup> January 2019.

The MCSSCo is currently constructing a SAG ToR which will clarify the membership. The HPWG Representative noted that the Ground Source Heat Pump Association (GSHPA) wished to attend the next meeting. The MCSSCo Director confirmed that the SAG membership list could be amended based on recommendations.

**Action SMG 181128-04:** MCSSCo Directors to review the SAG membership list and advise the MCS Administrator of any changes.

#### Scheme Direction Post-Novation and Mission Statement

The MCSSCo CEO reinforced that the objectives of the Scheme were to focus on the future of the Scheme post-subsidies, including the cost.

The MCSSCo CEO advised that, moving forward, operation of the Scheme would be moved outside of London, further north in the UK, to reduce the operational costs. A migration plan has been created in collaboration with Gemserv. The MCSSCo is currently recruiting new team members and would welcome any feedback from the SMG on what skills and capabilities they would like the new team to possess.

Moving the Scheme out of London also means there are opportunities to host meetings in different locations. The SMG attendees agreed that, while this could be an advantage and could perhaps encourage new members to join the committees, consideration for each meeting would have to be taken accordingly based on travel expenses, budget and location.

The SMG attendees discussed the possibility of teleconference meetings and agreed that, whilst it could be used in some cases, most committee meetings would be more effectively held in person. It was agreed for the MCSSCo CEO to circulate a communication to the committee Chairs and SMG Representatives to inform them of the changes to the Scheme and invite any location suggestions for meetings to be submitted directly to the MCSSCo CEO. This could include confirmation of



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whether the Committee Chairs and SMG Representatives had any availability to host meetings and, if so, the potential cost this would incur.

**Action SMG 181128-05:** The MCSSCo CEO and MCS Administrator to send a communication regarding the changes to the Scheme to the MCS Committee Chairs and SMG Representatives. Any potential location suggestions and feedback are to be submitted directly to the MCSSCo CEO.

### Audit and Verification Project

The MCSSCo Director explained that the Scheme currently comprises of a Tripartite agreement between Gemserv, MCS and BEIS. The MCSSCo is investigating the effectiveness of the Scheme and has received funding from the MCS Charitable Foundation (MCSCF) to employ an external company to conduct a number of site audits and inspections on MCS installations. This was currently anticipated to be around 300 installations.

The contract is currently out for tender and the MCSSCo is looking for a company that can provide a comprehensive and quality inspection. The company must have the capacity and experience to conduct a quality audit across all technologies, including sites where a complaint has been documented.

The objective of the investigation is to feed back into the development of standards and to further protect consumers. The outcomes will be communicated to the relevant MCS committees. If an installation is not fit for purpose the MCSSCo could intervene and take disciplinary action where required.

The Micro CHP WG Representative suggested the scheme should review whether to include on-site monitoring and the MCSSCo Director agreed to consider this.

### Scheme Competency Framework

The Chair informed the SMG attendees that a proposal has been agreed in principle by the MCSCF to better identify how the Scheme's competency should or could be used at application entry level and to develop a means to review the competency currently used. This project will be led by the Chair and will involve the Competency WG.

Part of the project would look at developing a harmonised document for Heat Pumps. This would incorporate donated material from HP course trainers, which could help develop standards. MCS would then own these materials and any updates required to the material would not occur at the cost of the course providers. The HPWG Representative questioned whether enquiries have been made as to whether course providers would want to donate their material, as previous experience has shown that requests to access training material have been denied. The Chair clarified that course providers have confirmed interest in developing a harmonised training strategy rather than a harmonised assessment document.

### Documents and Standards Review

A project has been submitted to the MCSCF to review around 50 scheme documents to make them more coherent for Certification Bodies (CBs), Contractors and manufacturers to comply with.



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The project will also include the WG and SMG ToRs as they have been identified as being out of date with the Scheme's current structure and change process.

SMG attendees were advised that it has been agreed in principle for a standard to be created for electrical energy storage and that the proposal is being amended accordingly. This standard could then be used as a standardised approach for other Scheme documents.

The Chair confirmed that the review of the documents will include previous suggestions and proposals that were not continued for various reasons.

Once the project has been completed, another funded project proposal will be made to undertake the work recommended. The review phase of the project is predicted to be completed by July 2019 and it will be the responsibility of the WG to provide justification for the updates. If it is agreed that a document should be updated, the said document would be placed in a standstill period; however, the Scheme would consider changes if they are urgent and impact upon safety. If urgent amendments are required, the document can be updated and BEIS should amend legislation as part of Memorandum of Understanding (MoU) with the Scheme.

### BSOL Licences

The Scheme's British Standards Online (BSOL) Licence is due to expire on 30<sup>th</sup> November 2018. To reduce costs and maximise value, the MCSSCo was looking to reduce the number of licences to the minimum of five (including four named licences and one spare), which would result in a cost saving of around £10,000.

The Chair questioned whether users would have access to the same package currently available and the MCSSCo Director and MCSSCo CEO confirmed this would be the case. The HPWG Representative commented that from experience the package does not contain the appropriate standards for Heat Pumps. Further questions were raised on the distribution of the standards.

*Post-meeting note: Based on the feedback from the SMG attendees, the MCSSCo Director and MCSSCo CEO agreed to allow the current licence to expire and, going forward, purchase standards when required.*

## 4. SMG-Funded Project Updates

### PV – Self-consumption and Guidance Note

The Chair advised that both the Self-consumption and Guidance note funded projects had been approved by the MCSCF and that a contract for the work has been signed.

While the scope of the work includes electrical storage only, the HPWG Representative raised that thermal storage systems should be given consideration as a part of energy storage as they relate to multiple technologies and could receive future incentives.



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### Biomass – Percussive Ignitions

The Chair confirmed that the Percussive Ignition project had also been approved by the MCSCF and that a contract has been issued. The aim for this project is to educate Contractors, manufacturers and CBs on the risk of delayed over-bed ignition of flue gases.

### Wind – NOABL Database Update

The MCSCF has approved the project and a contract is to be issued.

The Chair suggested that additional clarification should be provided on the positions of the MCSCF and MCSSCo. The current understanding is that the scheme documents are owned by MCSCF who has editorial control, with the MCSSCo managing these.

The HPWG queried if it would be possible to receive updates on the funded projects and was informed that the MCSCF is developing the process for funded projects. As part of this, the project page on the MCS website could be revised to include updates on the funded projects. CR agreed to raise with the MCSCF CEO the communications for the MCSCF funded projects, including what can be added to the website.

**Action SMG 181128-06:** MCSSCo Director to liaise with the MCSCF CEO regarding the plan for the communications for the MCSCF funded projects, including what can be added to the MCS website.

## 5. Change Process

The change process will be encompassed as part of the Scheme document review.

## 6. Working Group Update

### Solar PV Working Group Update

- Publication of MCS 005 update

The MCS Administrator informed the SMG that MCS 005 (Product Certification Scheme Requirements – Photovoltaic Panels) Issue 3.0 was published on 10th October 2018. The purpose of the changes was to align MCS 005 with the current product standards and to amend the thin film module variations. The document includes a two-year transition period from the date of publication and therefore the change process has been completed.

- Publications of MIS 3002 update

MIS 3002 (Solar PV Standard) Issue 3.4 was published on 9th November 2018, to update the current references to the Engineering Network Codes and Wiring Regulations. Therefore, the change process has been completed.

The Foreword within MIS 3002 was updated to align with the Feed-In Tariff (FIT) order, which comes into force on 12th March 2019. This means that any Solar PV systems installed and commissioned before 12<sup>th</sup> March 2019 must be installed to Issue 3.3 of MIS 3002 and meet the relevant eligibility criteria to allow the system owner to claim the FIT. Any Solar PV systems installed and commissioned



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on or after this date must be installed to Issue 3.4 of MIS 3002 and meet the relevant eligibility criteria to allow the system owner to claim the FIT.

### Micro CHP Working Group Update

- Publication of MIS 3007, MIS 3007-2, MCS 014, MCS 015, Add-on Calculator and Test Methodology update

MIS 3007 (Heat Led Micro CHP Systems) Issue 3.3, MIS 3007-2 (Electricity Led Micro CHP Systems) Issue 2.4, MCS 014 (Product Certification Scheme Requirements – CHP – Heat Led) Issue 2.0 and MCS 015 (Product Certification Scheme Requirements – CHP – Electricity Led) Issue 2.0 were published on 12th November 2018, alongside the MCS Add-On mCHP Package Test Methodology and MCS Micro Cogeneration CHP Add-On Calculator. Therefore, the change process has been completed.

Based on the SMG's previous recommendation to maintain Appendix B "Environmental Performance" within MIS 3007 and MIS 3007-2, updates were made to align the performance information within the corresponding Product Requirements.

The mCHP WG Representative raised that one of the WG's main concerns was the end of the FIT and requested further information on the future of the Scheme with regard to this. Another concern was regarding the number of mCHP installers and manufacturers certified on the Scheme. One suggestion was to increase the number of mCHP MCS Contractors by encouraging gas certified installers to join the Scheme. If clear advice was provided on how gas installers could register with the Scheme, it may address gas certified installers' concerns about the current certification process. The mCHP WG Representative believed that a simple guide would be appropriate to address the issues experienced when gas certified installers apply to become MCS certified.

The Chair suggested that the additional cost for becoming MCS certified may be another obstacle as well as the Quality Management System (QMS) for smaller businesses.

The MCSSCo Director commented that information on the future of the Scheme, including the challenges to be overcome, was included within the MCS newsletter circulated on 1st November 2018. The Chair reiterated that it was important for all MCS committees to know about the future of the Scheme post-incentives.

*At this point, the MCS 001 WG Representative joined the meeting via teleconference, making the meeting quorate.*

### MCS 010 and MCS 011 Working Group Update

- MCS 010 Consultation and MCS 011 Publication update

MCS 011 (Acceptance Criteria for Testing Required for Product Certification) Issue 2.0 was published on 23rd November 2018, to clarify the testing criteria. Therefore, the change process has been completed.





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MCS 010 (Product Certification Scheme Requirements: Generic Factory Production Control and Product Quality Requirements) Issue 2.0 was issued for a one-month consultation period on 23rd November 2018.

The proposed changes aim to provide clarity on the responsibilities of the MCS Product Certificate holder or applicant, regardless of whether they are the manufacturer or other participant in the product supply chain or path to market, and to clarify the Factory Production Control (FPC) system requirements. This change is currently at stage six in the process, “Public consultation for XX months on revised draft standard, if required any updates made”.

MCS 010 will move to stage seven in the change process, “Final standard submitted to SMG for ratification with IA” once the consultation period ends on 21st December 2018 and the comments have been considered by the MCS 010 and MCS 011 WG.

### Heat Pump Working Group Update

- Publication of MCS 007 update

MCS 007 (Product Certification Scheme Requirements: Heat Pumps) Issue 6.0 was published on 26th November 2018. Therefore, the change process has been completed.

- MGD 002 consultation update

At the last SMG meeting (27th September 2018), the SMG agreed that the changes to the Heat Pump Best Practice Guide, which is intended to replace MCS Guidance Document (MGD) 002, were material changes and therefore needed to be issued for consultation.

The HPWG Representative confirmed that the Best Practice Guide was being compiled into one document with the correct formatting. This would then be provided to the MCS Administrator for issue for consultation.

### Solar Thermal Working Group Update

- Joint TSPEC and Compliance Certificate

The MCS Solar Thermal WG Representative explained that the MCS Solar Thermal WG had met recently and held a joint meeting with the Solar Trade Association. The Solar Thermal WG reviewed the Thermal Solar Performance Energy Calculator (TSPEC) with the combined MCS Compliance Certificate. The Chair advised that the WG should consider that any changes must align with legislation.

*At this point, the MCS Metering WG Representative joined the meeting.*

## **7. Performance Estimate Template (PET)**

### Heat Technology/PET Disclaimer

The MCSSCo Director advised that an action had previously been raised to discuss the Heat Technology/PET Disclaimer with the Renewable Energy Consumer Code (RECC) and The Home Insulation & Energy Systems Contractors Scheme (HIES). The disclaimer should not be legally binding



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in order to allow the consumer to submit a complaint and the output provided is a prediction. The SMG supported the suggestion for the disclaimer to be entitled an “Important Note” rather than “disclaimer”.

The Vice-Chair added that the Important Note would provide more scope to add in variables and limiting factors for each heat technology. The current proposed disclaimer by the HPWG has multiple factors.

The SMG discussed the financial information available within the PET. The MCSSCo Director advised that the Scheme should only focus on energy values and, whilst the consumer uses the financial outputs to understand quotes, Consumer Codes could use the financial estimates provided by MCS Contractors to provide financial information for the consumer.

The Metering WG Representative believed that finances are referenced within the standards and highlighted that the provision of financial estimates was included within MIS 3005 (Heat Pump Standard) and is currently referenced in legislation. The MCSSCo Director clarified that nothing prevents an MCS Contractor from providing financial estimates to the consumer if preferred. The Chair suggested that a typical scenario of savings expected for each technology could be provided to show potential savings to consumers.

The MCSSCo Directors noted that there are defined roles between the Scheme and Consumer Codes. Currently, providing financial estimates within the PET before a contract is issued by the MCS Contractor coincides with the role of Consumer Codes.

The MCSSCo agreed to request direction from the MCSCF to clarify the next steps for the PET, including the disclaimer and financial estimates.

**Action SMG 181128-07:** The MCSSCo to request further direction from the MCSCF on the PET, including the disclaimer and financial estimates.

Once direction is provided by the MCSCF, the feedback will be provided to the HPWG. It was advised that the PET cannot be updated until the next change in regulation as the HP PET is referenced within MIS 3005, which is within legalisation.

**Action SMG 181128-08:** Following direction from the MCSCF, the HPWG to amend the HP PET accordingly.

### SCoP

It was advised that the HPWG has requested a review of the Seasonal Coefficient of Performance (SCoP) used within the PET to confirm that the information used is accurate. This relates to the Heat Technologies and PET disclaimer, with an “Important Note” potentially including the impact of the SCoP.

The Vice-Chair enquired how Each Home Counts (EHC) and Trust Mark would present heat pump efficiency measurements and it was believed that they would refer to PAS 2035 (Specification for the energy retrofit of domestic buildings) which references MCS and SCoP.

The HPWG Representative added that some WG members believe that SCoP relates to equipment only and is not system based.



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It was noted that BRE has designed a SCOP calculator, which is more project-based and includes plant size.

The MCS Administrator reiterated *Action\_SMG\_180531-11 “The MCS Administrator to include technology specific performance estimate disclaimers on the agenda of all heat technology WGs”*. The SMG agreed to close this action as it was superseded by a new action to request direction from the MCSCF on the PET and financial estimates.

### 8. Data Cleansing

The MCS Administrator confirmed that the HPWG had raised concerns that different product types and manufacturers are referenced in different ways or inconsistently in the MID and had suggested a data cleanse to rectify this.

The Solar Thermal WG Representative suggested that the data contained in the MID should be the same as that included in the Product Characteristics Database (PCDB).

It was confirmed that, as part of the MID rebuild, a data cleanse will be conducted by CBs to improve the quality of the data. The MCSSCo Director agreed to ensure this issue was addressed within the MID rebuild and consider the implementation of regulations to prevent this inconsistency from occurring again.

**Action\_SMG\_181128-09: MCSSCo Directors to include the issue of inconsistent manufacturer and product data in the MID in the MID data cleanse exercise, as part of the MID rebuild.**

### 9. AOB

#### Scheme Equivalence

The HPWG Representative reiterated that at the last SMG meeting, the SMG approved the HPWG’s request to complete a gap analysis to compare the scheme to other “equivalent” European Union (EU) schemes, such as Heat Pump Keymark and Eurovent Certita Certification. The aim of this analysis is to investigate whether the product testing for an “Equivalence” Scheme would be accepted in order to include a list of equivalent products similar to how Solar Keymark products are listed in the MID.

It was also noted that the HPWG requires clarification on how this would be integrated into the Scheme, including whether text could be included in MCS 007.

The Vice-Chair commented that BEIS would need to agree to the process. Additionally, the Scheme should consider what liabilities could be experienced if the products were co-listed and whether a process would need to be put in place.

It was noted that a gap analysis between the Scheme and Heat Pump Keymark had been conducted using mapping documents and had revealed differences. These had been raised with Heat Pump Keymark and processes had been implemented to align the schemes. However, the Vice-Chair commented that differences between them remained.



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The HPWG Representative advised that the HPWG is aware that certification for both schemes is expensive and that duplication exists within the testing requirements. The HPWG requires advice on how to include Heat Pump Keymark and Eurovent Certita Certification as a scheme equivalent.

The Chair suggested that a standalone standard could be developed which CBs could refer to, to consider what additional requirements or testing products would need to be undertaken before they could be listed by the Scheme, similar to MCS 023 (Additional Requirements for MCS Contractors demonstrating equivalence to PAS 2030), so that the products can be used to access government incentives. Another suggestion was for Ofgem to produce a gap analysis document.

The MCSSCo Director suggested it would be worth meeting with Heat Pump Keymark and Eurovent Certita Certification to discuss listing their products on the MID; the difference between testing; and if equivalence would be reciprocated. It was agreed for the Vice-Chair and the HPWG Representative to advise the MCSSCo Director and MCSSCo CEO on such a meeting with Heat Pump Keymark and Eurovent Certita Certification.

**Action SMG 181128-10:** The Vice-Chair and the HPWG Representative to advise the MCSSCo Director and MCSSCo CEO on discussions to take place with Heat Pump Keymark and Eurovent Certita Certification.

**Action SMG 181128-11:** The MCSSCo Director and MCSSCo CEO to arrange a meeting with Heat Pump Keymark and Eurovent Certita Certification to discuss testing and equivalence.

*At this point in the meeting, the MCS 001 WG Representative left the meeting. The meeting remained quorate following the arrival of the MCS Metering WG Representative.*

### Consumer Complaints about Withdrawn MCS Contractors

The HPWG Representative noted that there are scenarios where an MCS Contractor has been investigated and in turn, removed from the scheme. Following this, if another complaint was raised against the same Contractor, the CB has previously not been able to investigate the complaint as there is no contractual agreement between CBs and the said removed Contractor.

The MCSSCo Director advised that the Scheme is looking to update the Mark Regulations so that they still apply even if the MCS Contractor leaves the scheme. This would mean that, unless the company ceases to trade, the consumer's complaint could be raised for investigation. However, the changes to the Mark Regulations would take at least three months to update and would require revised sub-licences and sub-sub-licences to be issued and signed.

### Connected Devices

The MCSSCo Director raised that a change request had been previously submitted to include boilerplate text and text on security surrounding connected devices. Following submission of the change request, an action was taken to raise the proposed text with the MCS 001 WG and it was suggested to include the text within the MGD 001 Guidance Document for MCS 001. The MCSSCo Director requested that the SMG reconsider this change request and believes it should be made a mandatory process for MCS Contractors to advise the consumer on how to change the default password for connected devices installed as part of the installation, in line with the General Data Protection Regulation (GDPR).



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The Solar Thermal WG Representative questioned whether it was within the Scheme's remit to include text regarding connected devices. The Chair commented that it would be helpful to the industry to include this and suggested MCS 001 or MGD 001 would be an appropriate place to include the text; this could be considered as part of the Scheme documents review.

The MCSSCo Director and MCSSCo CEO agreed to raise connected devices with the MCSCF, including the issue of boilerplate passwords. If the MCSCF agrees for the text to be included within all Installer Standards, it can then be raised with all WGs.

**Action SMG 181128-12:** The MCSSCo Director and MCSSCo CEO to raise mandatory connected devices text within all MCS Installer Standards with the MCSCF. If the MCSCF agrees then this is to be raised with all WGs.

### 10. Date of Next Meetings

- 31<sup>st</sup> January 2019

The SMG agreed London would be a suitable location and that the exact location could be confirmed at a later date.



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### Appendix 1

Following completion of the agenda, the SMG discussed its concerns and ideas for the future of MCS. The below points were raised and will be considered by the MCS Co in its approach to the future of the Scheme.

#### Key Challenges, Concerns and Frustrations Today

- How to retain the relevance of the Scheme in the future? Of 1,851 contractors, 1,326 are in Solar PV, which is dependent on FIT;
- The Scheme needs to work more effectively for Contractors. There is great emphasis on MCS 001, however there could be insufficient Contractors who have suitable paperwork;
- Concerns as to the technical competency and consistency of some CBs and Ofgem. CBs, and the assessors they use, do not have to prove their competency;
- Challenges in dealing with the regulatory timetable;
- MCS is not heard or visible; the gas lobby is very strong and receives a large proportion of media and consumer attention; and
- Speed – timeframes for the Scheme are too slow, causing interested and involved parties to lose motivation.

#### Future Success Criteria

- A 'club you want to belong to' as a mark of quality and which provides benefits for the member:
  - National Inspection Council for Electrical Installation Contracting (NICEIC) being a good example of a voluntary scheme which installers want to join and a brand they are proud to display. NICEIC focuses on the 'specifier' so that parties such as local authorities and social housing insist on having NICEIC contractors, although this is not included in current regulation;
  - Develop a tool for heat loss calculations that can help Contractors; and
  - Provide a template QMS for smaller and new MCS Contractors to use.
- Consumers recognising the value of MCS and acting as a 'pull' for certified contractors (being an extension of the 'specifier' model above).
- A strategy is required to secure the engagement of insurers, making the Scheme relevant to the replacement and retro fit market.
- Look into the opportunity to build MCS into building regulations.
- Improve messaging (including the Scheme's marketing, social media and Public Relations (PR) presence, to help drive adoption in the market place).
- Assessment strategy for Contractors which is proportionate to the size and complexity of their business; for example, small Contractors would operate from one base, with five or less staff members.
- CB framework scheme operating guidelines to consider:
  - Audit regime: highlight the essential elements of the standard that should always form part of any audit;
  - Define and guide the assessment strategy for Contractors which is proportionate to the size and complexity of the Contractor, for example taking a risk-based approach;



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- Going to site complemented by what can be completed at the 'desk' and therefore reducing the audit burden and subsequent costs for Contractors; for example, making it easy to determine whether a Contractor is a member of a Consumer Code from desk research rather than audit findings;
- Greater checking of the design to complement checking of an example installation; and
- Consider a possible Competency Assessor scheme that ensures the quality of any assessor.

**Action SMG 181128-13: MCSSCo CEO to email all SMG members, with the support of the MCS Administrator, inviting their input regarding recommendations for the future of the Scheme.**

No further business was raised and the Chair closed the meeting.