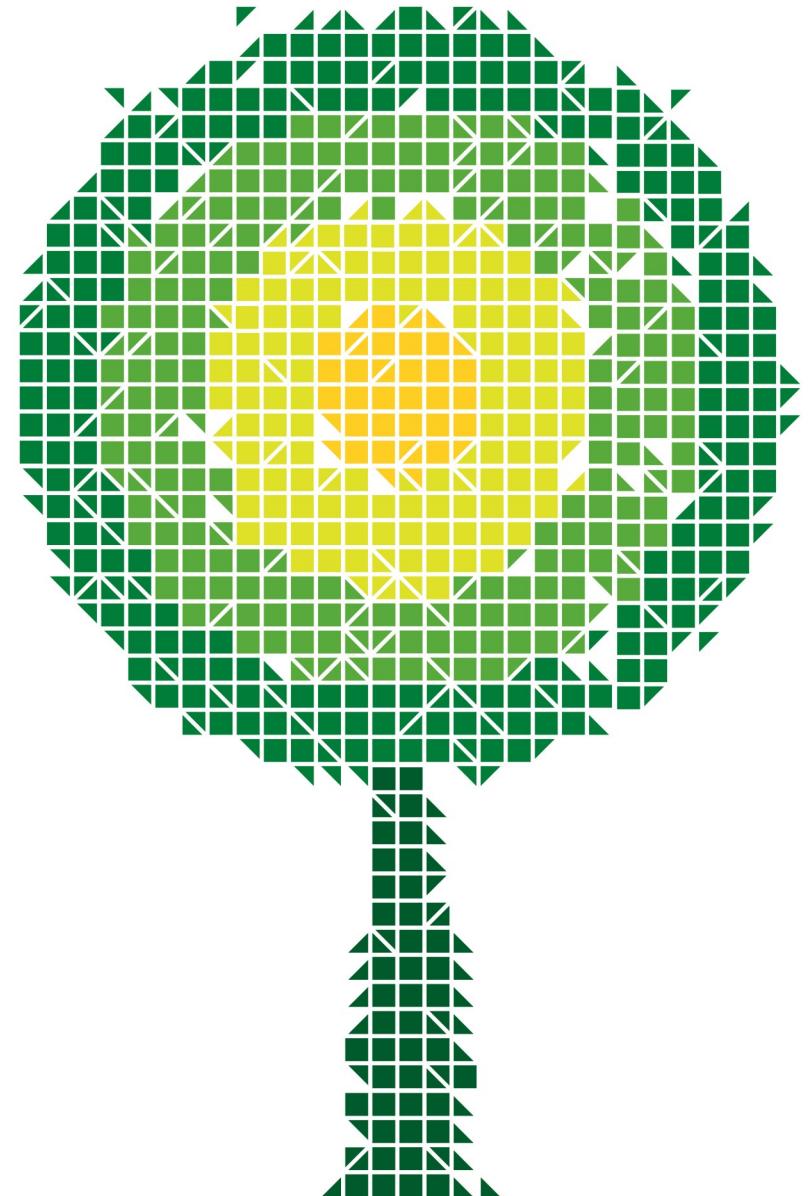


Becoming an Active Green Deal Provider

Guidance

Version 2

December 2014



This document focuses on several key areas that prospective Green Deal Providers are required to address in order to become active in the Green Deal market. This document will explain the underlying requirements for Providers to become operationally ready within the market and will explain the rationale behind each requirement.

The structure of the document is broken down into four sections.

- ◊ The first section gives an overview of the stages that need to be completed by Providers. It also outlines indicative costs and an optimal timeline for becoming an active Providers;
- ◊ The second section outlines the authorisation process and post-authorisation requirements of Providers;
- ◊ The third section outlines market set-up stages and their role in Green Deal market interaction; and
- ◊ A separate section explains the application process of for each stage and accompanying requirements.

This document is designed to aid prospective Providers through the market readiness process.

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GLOSSARY AND ABBREVIATIONS

Green Deal Improvement Package (GDIP) - An approved and validated software tool that allows a Green Deal Assessor or a Provider to tailor and record the package of measures recommended by the Green Deal Assessor following a qualifying assessment.

Green Deal Plan Tool - The Plan Tool allows a Provider to capture and record the key terms of the Green Deal Plan on the EPC register and update this information accordingly, as this may change over the lifetime of a Green Deal Plan. Green Deal information is added to the EPC and this is then used to disclose the Green Deal when the property is transferred between Bill Payers (i.e. new owners).

EPC Register - The register is maintained under the Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007 (or any regulations replacing them) or the Energy Performance of Buildings (Scotland) Regulations 2008 (or any regulations replacing them) for the purposes of storing the data from which an EPC and/or a recommendations report may be produced.

CCA – Consumer Credit Act 1974

GDAA – Green Deal Arrangements Agreement

GDCC – Green Deal Central Charge database

GD ORB – Green Deal Oversight and Registration Body

GDP – Green Deal Provider

DTN – Data Transfer Network

DTSA – Data Transfer Service Agreement

EPC – Energy Performance Certificate

FCA – Financial Conduct Authority

MPID – Market Participant Identifier

OFT – Office of Fair Trading

OIS – Ombudsman and Investigation Services

SoS – Secretary of State



INTRODUCTION

The role of a Provider is central to the whole Green Deal market. Providers arrange Green Deal Plans, offer Green Deal loans and arrange for the installation of the agreed energy efficiency improvements through an authorised Green Deal Installer.

A Provider is responsible for offering a Green Deal Plan to consumers, but more importantly, they are responsible for interacting with many industry participants, such as, Electricity Supplier and Finance companies in order to make this happen.

Becoming a Provider requires you to be signed up to several industry IT systems and networks, as well as holding certain licences to add and access information to these systems.

There are three key stages for Providers to complete before they are fully operational in the market.



In order to install confidence to customers and investors, it is important to ensure Providers are operating to a high standard. Businesses will need to be authorised and abide by set requirements to operate as a Providers. However, being authorised to operate in the market does not mean that Providers are able to offer and write Green Deal Plans.

There are a number of systems and networks Providers need to obtain access to in order to be market ready and operational. A Provider will interact with these on a number of occasions before and after the Green Deal Plan is set up and must therefore have access to relevant systems.

A fundamental component of the Green Deal scheme is that a Provider offers unsecured loans to customers in a form of a Green Deal Plan. In order to be able to write Green Deal Plans, Providers must have adequate access to finance. It is the responsibility of a Provider to decide how they will obtain finance. This can be completed by yourself or by a third party.

Once all arrangements are in place, you will then be able to register Green Deal Plans. However, it is your responsibility as a Provider to ensure that everything is in place for you to operate responsibly in the Green Deal market.



INDICATIVE TIMELINE

An indicative timeline for the stages of market readiness that a Provider needs to go through is shown in the diagram below.

Generally, the time allowed in the diagram for each step is best practice. However, each stage will be slightly different and the actual timing may differ.

Some activities can occur in parallel. However, some are pre-req-

uisites for other stages. There are also some stages that Providers are recommended to apply for early on in the process.

- * Prospective Providers are encouraged to apply for a Market Participant Identifier or MPID for short, upon receipt of the Fitness Test forms from the GD ORB.

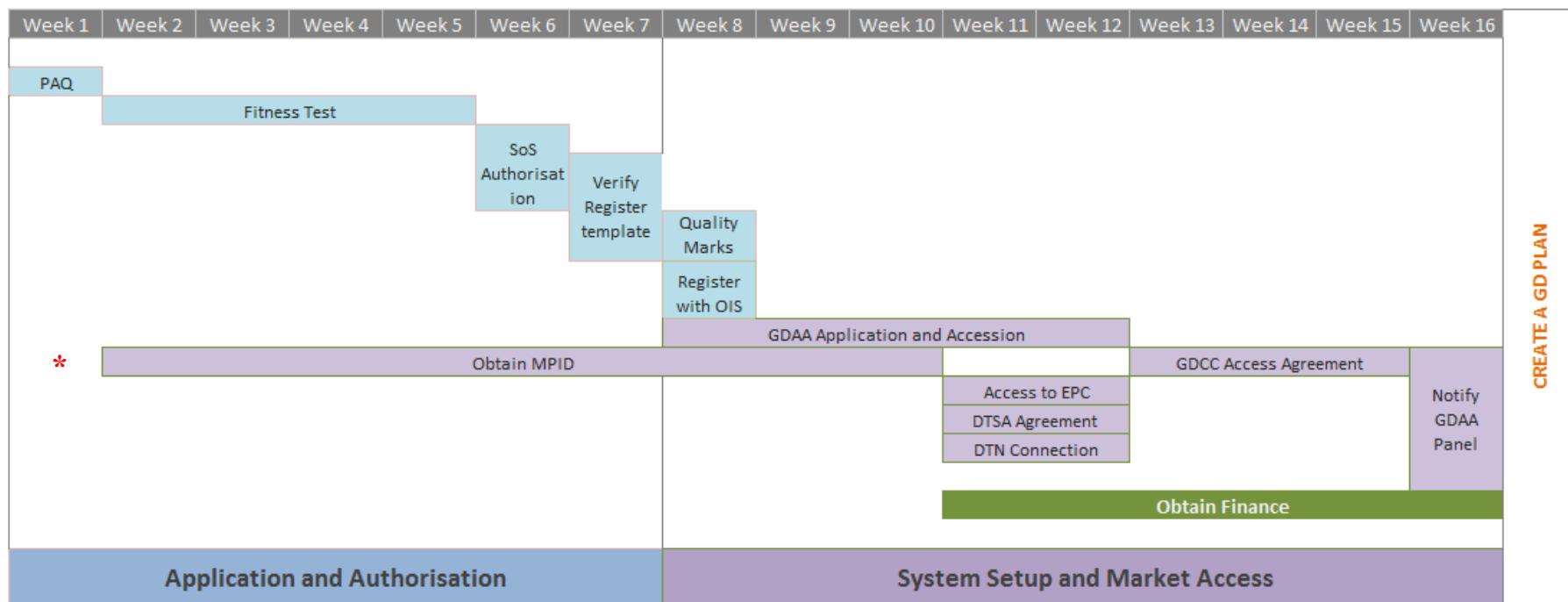


Table 1



INDICATIVE COSTS

- * Please note the following costs associated with market readiness processes for Providers.
- * Please note that these costs are subject to change and you should always enquire with a relevant organisation before proceeding.
- * Please be aware that you may incur other costs, which will depend on your specific requirements, such as procuring IT systems and software, obtaining finance, obtaining legal advice and other associated activities.

Table 2

BODY		CURRENT INDICATIVE COST DETAILS	DETAILS	CONTACT
FCA (Financial Conduct Authority)		Variable dependant on consumer credit income. http://www.fca.org.uk/firms/firm-types/consumer-credit/fees	The Financial Conduct Authority took over regulation of consumer credit from the OFT on 1 April 2014. Providers wishing to carry out consumer credit activities must hold full permission.	http://www.fca.org.uk/firms/firm-types/consumer-credit/authorisation
Green Deal Oversight & Registration Body		FREE	The registration fee is met by DECC.	http://gdorb.decc.gov.uk/
GDAA		FREE	The membership fee is met by DECC until at least January 2014.	http://gdorb.decc.gov.uk/gdaa
GDCC		FREE	Applicants will need to sign GDCC Access Agreement and obtain access to GDCC portal	http://www.mrasco.com/green-deal
MPID		FREE	A MPID, a role code to be a Remittance Processor and a Green Deal Provider can all be applied for simultaneously.	http://www.mrasco.com/green-deal
DTSA and DTN		One off accession fee: £100	Quarterly rental charges (in advance) RUG: £120 LVG: £3,700 HVG: £6,500 Data transfer costs: £0.00271 per Kbyte (increased in Jan 2013 from £0.00246 per Kbyte)	http://www.electralink.co.uk/DTS/green-deal-provision
OIS (Green Deal Ombudsman and Investigation Service)		FREE	The annual subscription is met by DECC until at least June 2014.	http://www.ombudsman-services.org/green-deal.html
The Green Deal Finance Company (Optional Step)		On-boarding process will cost £10,000	The £10,000 fee enables the not-for profit GDFC to provide a full service for on-boarding firms. You will have one-to-one coaching and full Green Deal Finance systems support as your firm moves from on-boarding to being able to sell plans.	Please contact enquiries@tgdfc.org or phone 0203 626 0122 for more information.



FCA Authorisation/ Interim Permission

The Consumer Credit Act 1974 requires most businesses that lend money to consumers or offer goods or services on credit or engage in certain ancillary credit activities to be licensed by the Financial Conduct Authority (FCA). Trading without a licence in such cases is a criminal offence and can result in a fine and/or imprisonment.

The Act also regulates the way in which consumer credit licensees carry out business. For example, there are rules on advertising, pre-contract disclosure, credit agreements and post-contractual information. In addition, the Act confers certain rights on consumers, including in relation to withdrawal from a credit agreement, early settlement and other rights.

Companies who held an OFT licence and want to continue carrying out consumer credit activities, had to register for interim permission with the FCA by 31 March 2014. Interim permission holders have now been contacted by FCA and are expected to apply for the full authorisation from 1st February 2015 until 30th April 2015. The Providers who did not register for interim permissions, cannot legally continue carrying out consumer credit activities until they obtain full authorisation by FCA.

Applicant Providers who are a new consumer credit firm – so did not have an OFT licence and did not submit an application for one to the OFT by 31 March 2014 – can apply for authorisation with FCA. During the authorisation process the FCA will seek to establish whether

the company has applied for the correct type of permission based on their business model and whether they are fit to provide the regulated consumer credit activities they have applied for. Areas assessed will include: Legal status, Location of offices, Effective supervision, Appropriate resources, Suitability and Business model.

The timeline for the authorisation process will depend on a number of factors including the business model of the company, the quality of the application submitted and the type of the permissions required.

Please note that the applicant will require Full permissions.



For more information please see:

<http://www.fca.org.uk/firms/firm-types/consumer-credit/authorisation>

FAQs: <http://www.fca.org.uk/firms/firm-types/consumer-credit/faqs>

How to Apply? 



PROVIDER AUTHORISATION

The GD ORB will, on behalf of the Secretary of State (SoS), manage the authorisation process for participants in the Green Deal. It will handle applications for authorisation to act as a Provider, and will also monitor the conduct of GDPs.

The GD ORB is the first point of contact for all prospective Providers and will support applicants throughout the authorisation process. Information is required to be supplied to the GD ORB in a two stage application process. The GD ORB will then make a recommendation

PAQ	Fitness Test	SoS Authorisation
<p>Complete the Pre-assessment questionnaire (PAQ) which can be downloaded which can be downloaded from the right hand side of this page. The purpose of the PAQ is to assess potential Provider's previous commercial experience and ability to operate in the market.</p> <ul style="list-style-type: none">• Complete PAQ• Requisite FCA permissions• References	<p>GD ORB will gather information which is required in order to assess whether the applicant is fit to be authorised as a Provider. This is a detailed examination of the suitability to act as a Provider.</p>	<p>Further to the receipt of your completed Fitness Test the GD ORB will provide you with initial feedback within 28 days. GD ORB will be in touch at the earliest opportunity to seek any clarifications or request further information to support your application before making a recommendation to the Secretary of State regarding your organisation's fitness to become an authorised Provider.</p>

Table 3

to the SoS regarding the suitability of specific companies and the SoS will then assess whether the applicant is fit to be authorised.

Completing the Fitness Test is the most detailed part of the process and organisations are encouraged to provide full responses to each question.

The information received will be used to assess the applicant's fitness to act as a GDP and the outcome will be communicated to the applicant by GD ORB. The GD ORB reserves the right to approach referees for more information or to require more references if necessary.

The SoS will assess whether an applicant is fit to be authorised as a Provider and is able to operate in the Green Deal market.

If the SoS considers the applicant fit to become a Provider, then authorisation will be granted.

How to Apply? 



QUALITY MARK

The purpose of the Green Deal Quality Mark is to build trust and confidence in the Green Deal amongst the public and stakeholders. As laid out in the [Green Deal Code of Practice](#), the Green Deal Quality Mark must be used by all Green Deal Assessors, Providers, Green Deal Installers and Certification Bodies on identifying documents and any marketing material. To download a copy of the Green Deal Quality Mark requirements and guidelines, please click [here](#).

The Green Deal Quality Mark is trademarked by the SoS for Energy and Climate Change and therefore may only be used under and in accordance with a Green Deal Quality Mark licence issued by, or at the request of, the SoS. The SoS intends to ensure all Green Deal Participants are licensed. Every Green Deal Participant's Quality Mark licence requires compliance with [Green Deal Branding guidelines](#).



All Green Deal Participants must include their Provider/ Certification ID to make it simple for people to check credentials through the GD ORB and to facilitate identification of the participant in case any problem should arise.

In order to be authorised to use the Green Deal Quality Mark, Providers will be required to sign a Quality Mark Sub-Licence. Two copies of the Sub-Licence will be posted to you once you confirm your address with the GD ORB.

Once you receive the licences, both copies need to be signed and one copy needs to be returned to the GD ORB (by post). You will then be authorised to use the Green Deal Quality Mark which will be sent to you via email in JPEG and EPS formats.

For advice about any aspect of the Green Deal Quality Mark, please contact the GD ORB by email gdhelpdesk@gemserv.com or telephone 020 7090 1031.

For more information please see:

[Green Deal Branding Guidelines](#)
[Green Deal Branding Guidelines page](#)



OIS (OMBUDSMAN AND INVESTIGATION SERVICES)

GDPs are required to be members of the redress scheme for the Green Deal, which is operated by the Green Deal Ombudsman and Investigation Service (OIS). Once the authorisation stage is complete, GDPs will be able to apply separately for membership of the Ombudsman scheme.

The role of the Ombudsman Investigation Service (OIS) is to manage complaints escalated to them that have not been satisfactorily dealt with by Providers.

within eight weeks, or have reached a deadlock with the Provider during this time. The service is free for consumers, but if the complaint is accepted by the OIS, the Provider will incur a case fee.

The OIS will work with the consumer and the company to reach the best solution to the problem. In many cases OIS are able to do this quickly by speaking to both parties. If the complaint is very complicated or either party finds it difficult to reach a mutually acceptable settlement, the OIS will provide a report which includes the decision.

Where there is potential non-compliance by Green Deal participant, Certification Body or market wide systematic failure is identified, the Secretary of State may decide to commission an independent investi-

gation by the OIS. All Green Deal Participants, including Certification Bodies, must co-operate with such investigations, and the findings of this independent investigation may lead to sanctions being imposed by the Secretary of State, as outlined within Part 8 of the Framework Regulations.

For further information about the membership process including the online forms to be completed and fees payable, please see the [Ombudsman Services](#) website.

If you would prefer to speak to someone about joining the Green Deal OIS, you can phone the Ombudsman Services on 01925 430870 or send an email to applications@ombudsman-services.org.



For more information please see:

[OIS Factsheet](#)

[Ombudsman Services website – The Green Deal](#)



MARKET PARTICIPANT IDENTIFIER (MPID)

A number of Green Deal market participants will interact with each other in order to set up a Green Deal Plan and send necessary updates for information. These participants are referred to as “Qualifying GDCC Users” and will communicate with the Green Deal Central Charge Database (GDCC) via the Data Transfer Network (DTN).

These Users will all require an MPID to identify themselves during market communications. The MPID and Market Role Codes are used to route data to and from the GDCC via the DTN.

In addition to Electricity Suppliers and Providers there are a number of interested parties in the Green Deal market.

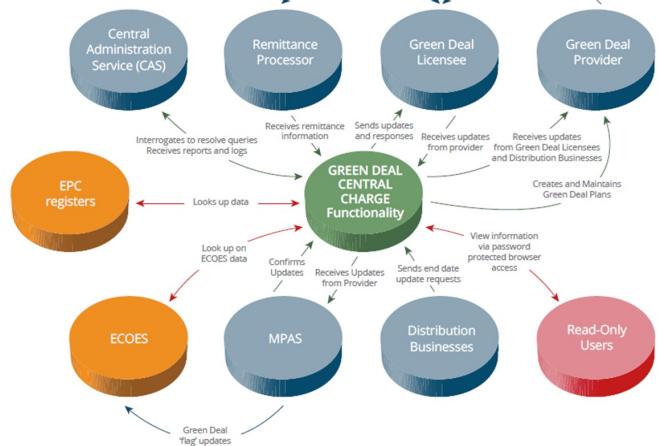


Table 4
Gemserv

- **MPID** is a four alpha character Market Participant Identifier.
- The **Role Code** specifies the participant's role within the DTN and dictates use of the system.

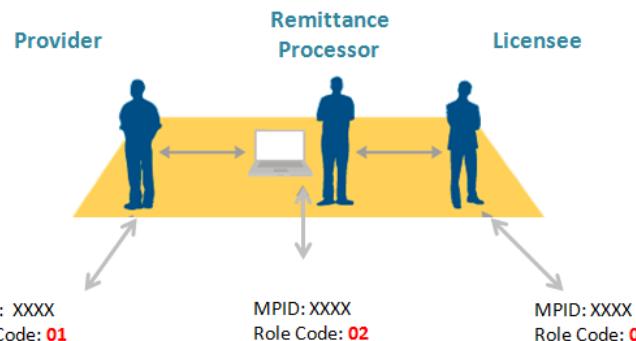


Table 5

Note:

Prospective Providers are encouraged to apply for an MPID and relevant role code, upon receipt of the Fitness Test forms, from the GD ORB.

Green Deal GDPs should expect the process of obtaining an MPID and Role Code to take 6-8 weeks.

Please note that you will require both Provider and Remittance Processor role codes of 01 and 02 if you wish to use GDCC service, so the application should be made together with an application for MPID in order to avoid unnecessary delays.

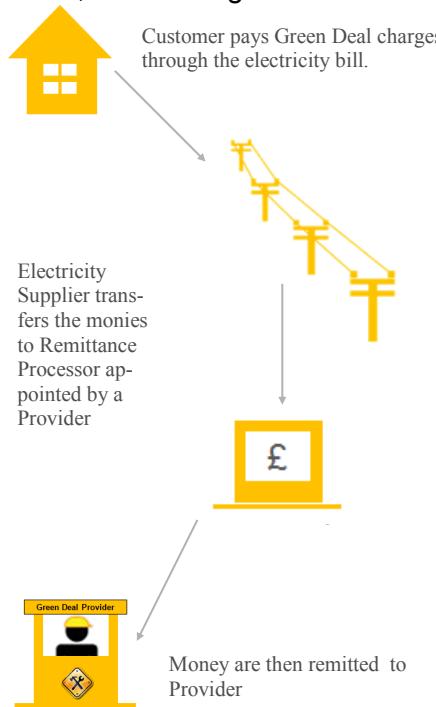
How to Apply?



GREEN DEAL ARRANGEMENTS AGREEMENT (GDAA)

The Green Deal Arrangements Agreement (GDAA) is a multi-party agreement between Electricity Suppliers, Providers and Finance Parties, governing the payment collection and remittance process.

All Providers must be party to the GDAA. Likewise, larger electricity suppliers (those with more than 250,000 customers) and some smaller electricity suppliers that have opted to participate in the Green Deal, must be signatories to the GDAA.



Providers will also need to appoint a “Remittance Processor”. This can be the Provider themselves or a third party organisation (to act on their behalf) to receive information regarding Green Deal charges collected and remitted by the Supplier. Information on becoming set up as a remittance processor is available on the MRASCo website. Should a Provider wish to self-remit, a separate Market Role Code will need to be procured from MRASCo (see the MPID section).

DECC are considering making the maintenance of this agreement self funding. At present there will be full DECC funding up to the 1st of April 2015.

The objective of this agreement is to establish an effective mechanism for the collection of Green Deal Charges through electricity bills by Mandatory Green Deal Suppliers and Voluntary Green Deal Suppliers; and the remittance of these payments to Providers or their nominees.

The Agreements sets out:

- * The terms, conditions and administrative costs for Providers and suppliers interacting with the GDCC Database;
- * Provisions for the exchange of information between suppliers, Providers and their customers related to Green Deal payments;
- * GDAA Governance and Change Control Procedures;
- * GDAA Panel Obligations and decision-making process;
- * Commercial arrangements of the remittance process;
- * Obligations in relation to collection and recovery of Green Deal Charges;
- * Change of Supplier, Change of Provider and Bill Payer process; and
- * Other general legal provisions.

How to Apply?



GREEN DEAL CENTRAL CHARGE DATABASE (GDCC)

The GDCC database is the system used to manage information related to the collection and remittance of Green Deal charges/ payments by electricity suppliers and is accessed via the DTN. This information will include certain data items such as the amount to be repaid, the period to which the payment relates and meter-specific reference numbers.

GDCC is a central database to store Green Deal Plan information

These data items will enable the Providers and Suppliers to ensure that their customers are correctly billed for the correct period and issue accurate statements.

The screenshot shows the GDCC web portal. The top section is the login screen with fields for 'User Name' and 'Password', and buttons for 'Forgot' and 'Log In'. Below this is a message: 'Any queries related to the GDCC web portal should be forwarded to CAS in the first instance: Tel: +44 (0)20 7090 1068'. The main content area is titled 'Green Deal Details' and contains several input fields. At the bottom of this section is a navigation bar with tabs: 'Green Deal Details', 'Licence History', 'Provider History', 'Status History', 'Remittance Processor History', 'Fees', 'Default Bill Page', 'EPC Register details', and 'Charges'. Below the tabs, there are two more sets of input fields. The bottom left of the page has a footer with logos for MRA, WEC, and GDAE 2.0, and the text 'V3.0(Prod) © 2013 Gemser Limited - All Rights Reserved'.

- * The GDCC database was developed by Supplier parties to the Master Registration Agreement (MRA) and is administered under arrangements set out under the Master Registration Agreement and more specifically, MRA Agreed Procedure 18;
- * It is administered by the MRA Service Company (MRASCo) for which Gemser is the Service Provider;
- * It was established and maintained in accordance with the provisions of the GDAA;
- * Terms of access to, and the use of the GDCC database is governed by its respective ***GDCC Access Agreement***,
- * The only method of communication for inputting or amending information held on the GDCC database is the DTN in the format specified by the Data Transfer Catalogue.

For more information please see:

[GDCC User Data page](#)
[MRA Agreed Procedure 18](#)

How to Apply?



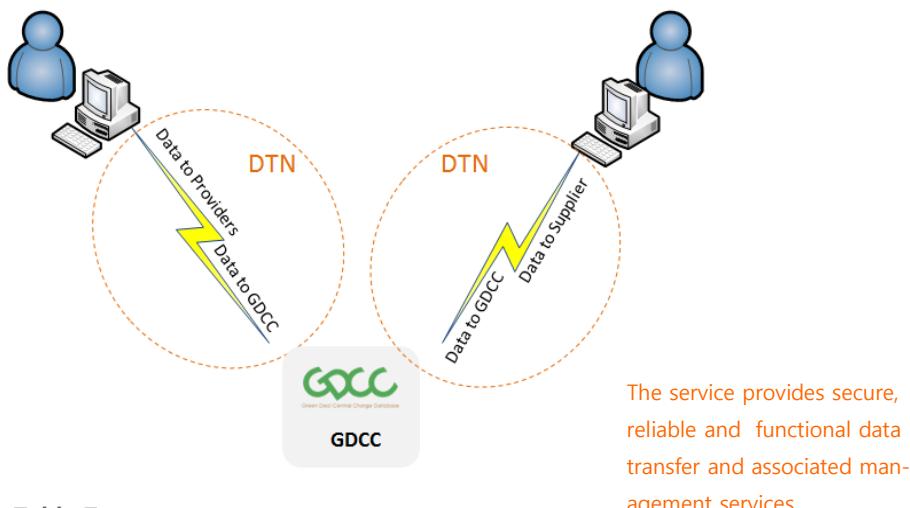
DATA TRANSFER NETWORK (DTN) AND DTSA

The Data Transfer Service (DTS) provides a managed file transfer service. Files contain one or more information “flows” in a standard logical format. The DTN provides a transport layer for input and output of information to the GDCC Database.

Why DTN?

The electricity industry already uses the DTS based on a highly secure encrypted network, to support business critical purposes such as settlement, change of Supplier and metering.

Data Transfer Service is a secure way of transferring data between the GDCC database and its users.



The use of the DTS is mandated in the GDAA.

The DTN is managed by Electralink. In order to join DTS, GDPs needs to sign:

- * **DTSA – Data Transfer Services Agreement** - This is a legally binding agreement between ElectraLink and the new party through which that applicant accedes to the terms and conditions set out in the DTSA.
- * **Local User Agreement** - This is a legally binding agreement between ElectraLink and the new party through which the new party agrees to bide by the terms and conditions for usage of their Gateway connection.
- * **DTS Connection Application Form.**

For more information please see:

[Green Deal Provision Overview](#)
[Data Transfer Service Overview](#)
[Data Transfer Service Factsheet](#)

How to Apply?



ENERGY PERFORMANCE CERTIFICATE (EPC) REGISTER

At different stages in the Green Deal process, Providers will need access to their customers' EPCs. EPCs are stored on a database known as the "EPC Register". Providers will require authenticated access in order to view EPCs, and to retrieve and update particular elements of the EPC following the installation of measures under the Green Deal. The ability of Providers or Green Deal Advisors to update the asset rating of a building post installation of measures under a Green Deal Plan and to add the necessary Green Deal Plan information for disclosure, is crucial for the operation of the Green Deal.

The EPC Register for England and Wales is operated by Landmark Information Group on behalf of the DCLG and DECC. The EPC Register for Scotland is operated by Energy Savings Trust.

Access to the Live Operational Register will be subject to the Provider accepting the terms and conditions of the register operator and the results of various test procedures to prove successful system connectivity within a secure environment.

EPC Register:

- ◊ Holds details of EPCs and Green Deal Advice Reports (GDAR)
- ◊ Interacts with the GDCC
- ◊ Tools & Software:
 - Approved Assessment Software;
 - Green Deal Improvements Package Tool; and
 - Green Deal Plan Tool.

The image shows two screenshots side-by-side. On the left is the 'Home' page of the Scottish Energy Performance Certificate Register. It features a dark header with 'energy saving trust.' and navigation links for 'Home', 'RRN Search', 'Opt-Out', and 'Log On'. Below this is a main content area with a 'Welcome to the Scottish Energy Performance Certificate Register' message, a 'On this site you can:' list (including 'Search for and retrieve an EPC by report reference number (RRN)', 'Opt in or out of making your EPC data available for marketing purposes', and 'Log on as an authorised user'), and a note about selecting menu options. On the right is the 'Green Deal Plan Tool Login' page. It has a header with a house icon labeled 'GREEN DEAL APPROVED', a 'Green Deal Plan Tool Login' title, and fields for 'Username' and 'Password'. It also includes links for 'Forgotten your password?' and 'Change your password'.

How to Apply?



APPLY FOR FCA AUTHORISATION

To operate in the Green Deal market as a Provider you will require the correct FCA permissions.

When a firm is authorised by the FCA it will have 'permission' to carry out certain regulated activities. This includes firms that want to offer consumer credit and need to apply for authorisation.

In order to be authorised (or to maintain their authorisation) as a domestic Green Deal Provider with intention to offer Green Deal Plans, the company is required to hold a 'full permission'. The full permission is required to allow Green Deal Providers to enter into Green Deal Plans which are regulated consumer credit agreements. FCA sample forms and guidance documents are available at:

<http://www.fca.org.uk/firms/firm-types/consumercredit/authorisation>.

In order to be authorised to act (or to maintain their authorisation) as a non-domestic Green Deal Provider, the applicant Provider must hold appropriate FCA permission, as required, based on their business model and consumer credit activities. Green Deal Providers should also consider whether their supply chain has got the appropriate permissions, for example if they are expected to carry out Green Deal broking activities.

The timeline for the authorisation process will depend on a number of factors including the business model of the company, the quality of the application submitted and the type of the permissions required.

Please note that the FCA have advised Prospective providers that Full permissions will be required.

You can apply for Full permission here:

<http://www.fca.org.uk/firms/firm-types/consumer-credit/authorisation>

Guidance on completing the application can be found here:

<http://www.fca.org.uk/your-fca/documents/guidance-notes/full-consumer-credit-firm->

When completing the application form you will need to refer to the Handbook:

www.fshandbook.info/FS/html/handbook/





PROVIDER AUTHORISATION – HOW TO APPLY

The GD ORB will be the first point of contact for all prospective GDPs and will provide support to applicants throughout the authorisation process.

Persons wishing to apply for authorisation should contact gdprovider-applications@gemserv.com in the first instance.

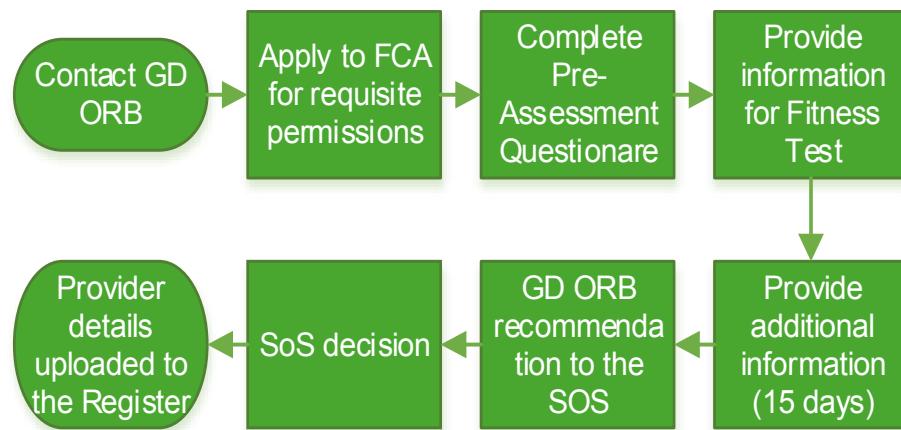


Table 8

There will be no application or authorisation fee for Providers at present for the Green Deal authorisation scheme. DECC is considering whether there should be a fee for authorisation applications and/or an annual fee for participants in the Green Deal, including Providers after this.

The first step as a prospective Provider is to complete a Pre-

Assessment Questionnaire (PAQ) which can be downloaded from the 'Become a Provider page of the GD ORB website.



The PAQ is a short form that sets out some basic questions and corporate information needed for the application. Completed PAQs should be emailed to gdorbproviderapplications@gemserv.com. Hard copies will not be accepted. Once the information contained within your PAQ has been reviewed and verified by the GD ORB, the GD ORB will email applicants with a more detailed Fitness Test form to complete and return in order to continue with the second stage of the application process.

Once the PAQ, Fitness Test and supporting information have been assessed by the GD ORB, a recommendation will be passed to the SoS to decide whether to accept or reject the applicant as a fit GDP based on the relevant criteria. Further to the receipt of your completed Fitness Test, the GD ORB will request further information, or provide you with feedback.

For more information please see:

[Green Deal Provider Application Guidance](http://gdorb.decc.gov.uk/providers/become-a-provider)
<http://gdorb.decc.gov.uk/providers/become-a-provider>



MPIID – HOW TO APPLY

If you are a new Market Participant and would like to request an MPIID, you will need to fill out the [GDFM1](#) form and return it to GDCC@gemserv.com. This form allows you to request an MPIID and associated role code(s).

If you are an existing market participant requiring a new Green Deal Market role code please fill out the [GDFM2](#) form and send it to GDCC@gemserv.com.

Application processing takes 6 to 8 weeks. Prospective Providers are encouraged to apply for an MPIID and the relevant market role code (s) upon receipt of the Fitness Test forms from the GD ORB.

Please note that you will require both Provider and Remittance Processor role codes (01 and 02) if you wish to use GDFO service. Both the applications should be made together in order to avoid unnecessary delays.

Application process for an MPIID is administered by MRA Service Company (MRASCo) for which Gemserv is the Service Provider. On receipt of a valid request, MRASCo will process the information received, and confirm the date for publication of the Market Domain Data (MDD) version that will (subject to BSC approval) contain the new MPIID and associated Market Roles. MDD is the reference data used by Electricity Suppliers, Supplier Agents and Distribution System Operators in the retail electricity market.

Once the request has been passed into the change process, MRASCo will issue and confirm the MPIID and Market Role Code.

The screenshot shows the MRASCo website homepage with a blue header featuring the 'MRA' logo and 'MRA Service Company'. A search bar at the top right includes 'Search our website' and 'Document Search' with a magnifying glass icon. Below the header, a navigation menu lists: Home, About the MRA, MRA Products, Change, ECOES, Green Deal, Smart Metering, Consultations, and Meetings. A 'News & Events' sidebar on the right lists several items: 'Code Governance Review Update' (11/12/2013), 'MRA Introductory Seminar Announced' (10/10/2013), 'MDB_13_1219' (19/12/2013), and 'Final Consumer Disclosure Details' (11/12/2013). Other sidebar sections include 'Newsletters', 'Newsletter Signup', and 'Latest CPs'. The main content area displays the 'Green Deal' section, which includes a welcome message, details about the GDCC Database, and information on the Green Deal Interested Participant (GDIP) status. It also contains sections for 'About the Green Deal' and 'The role of the MRA in Green Deal implementation'.

MRASCo will contact all parties who have requested MPIIDs and Market Roles in order to obtain the required Green Deal Market Data (GDMD).

For more information please see:

<http://www.mrasco.com/green-deal/gdcc-access-page>
[GDFM1](#)
[GDFM2](#)



GDAA – HOW TO APPLY

The GDAA accession process is based on the following stages:

Application: the prospective new party applies to the GDAA Panel Secretary in writing, sending as a minimum, a completed [GDAA Application Form](#) with evidence of the requirements outlined in 2.1;

GDAA processing: Panel Secretary receives and distributes the application within required timescales;

GDAA Panel consideration: The GDAA Panel accepts or rejects the application, or requests further information before making a decision. GDAA Panel Secretary must notify the applicant of the acceptance or rejection of the application;

Court Remedies or Referral to the Secretary of State (optional): Under certain circumstances the Applicant may wish to refer an unacceptable GDAA Panel response to the SoS or seek court remedies; and

Accession: The Applicant signs the GDAA Accession Agreement prepared by the Panel Secretary and the agreement is then signed by a delegate authorised by the GDAA Panel. The standard Accession Agreement appears in Schedule 2 to the [GDAA](#).

Prior to formally applying for accession, an Accession Pack can be downloaded from the GD ORB website [here](#).

This pack currently includes:

- 1) The GDAA;
- 2) The GDAA Accession Guideline GD01;
- 3) Application for Accession Form (Appendix 2); and
- 4) Supplementary Information Form for Finance Parties (Appendix 3).

GDAA Panel consists of:

- * three Panel Members representing the Suppliers (the **Supplier Members**);
- * three Panel Members representing the Green Deal Providers and the Finance Parties (the **Green Deal Provider Members**); and
- * one Panel Member appointed by SoS as its representative (the **DECC Representative Member**).

To contact GDAA please use:

gdaa@gemserv.com

020 7090 1031

For more information please see:

[GDAA Accession Guideline](#)
www.greendealorb.co.uk



GDCC – HOW TO APPLY

In order to gain access to the GDCC database an organisation will:

- ◊ Need to have completed their initial assessment to become signatories to the GDAA through the GD ORB;
- ◊ Arranged to have a Market Participant Identifier (MPID);
- ◊ Set up an MPID against the relevant Market Role Codes which they will be undertaking;
- ◊ All parties will have to sign the GDCC [Access Agreement](#) in order to be granted access to the GDCC database. This covers all further requirements necessary to gain access to the GDCC database under MRA Governance;
- ◊ Supply user information for the GDCC database and other information as stated within the GDCC Access Agreement;
- ◊ Complete and submit a [GDCC Database Access Application](#); and
- ◊ Gain GDCC Web Portal Access. Once a party has completed all of their access requirements they will be issued a user name and password to enable them to log in to the [GDCC Web Portal](#).

The GDCC application set and the data held within are expressly provided to support the obligations and requirements established under clause 55 and Schedule 15 of the MRA.

Access to the GDCC shall only be granted in accordance with the GDCC Access Agreement and related processes and procedures as set out in the MRA.

GDCC Helpdesk gdcc@gemserv.com or call 0207 090 1068

For more information please see:

[GDCC Access Page](#)



DTN AND DTSA - HOW TO APPLY

Accessing to DTSA- Legal Requirements:

- * **GDAA** - All parties must be signatories to the GDAA prior to DTSA accession and physical connection to the DTS.
- * **MPID** - Before joining the DTS, you must have an MPID allocated to your company. For more information please see the MPID section.
- * **DTS Agreement** - This is a legally binding agreement between ElectraLink and the new party through which that applicant accedes to the terms and conditions set out in the Data Transfer Services Agreement. You can download this document from [here](#). Please sign, scan and email this to Electralink. Electralink will counter sign and return a copy back to you.
- * **Local User Agreement** - This is a legally binding agreement between ElectraLink and the new party through which the new party agrees to bide by the terms and conditions for usage of their Gateway connection. You can download this document from [here](#). Please sign, scan and email this to Electralink.
- * **Accession Fee** - A DTS accession fee of £100 must also be paid. You can write a cheque made payable to ElectraLink Limited or transfer via BACS. BACS details will be made available upon request.

Technical Requirements

DTS Connection Application Form - This is available upon request from ElectraLink and must be fully completed and submitted along

with the rest of your paperwork. The notes and guidance page explains how to complete this.

Please note the following costs associated with the Data Transfer Service:

Licence	£100 (one off)
Rental (quarterly)	Remote User Gateway: £120 Low Volume Gateway: £3,700 High Volume Gateway: £6,500
Transfer	£0.00271 per kilobyte *

Table 9

Please note that these fees are indicative and may have changed. Please visit the Electralink website for the most up to date fees.

Contact ElectraLink:



electralinkhelpdesk@electralink.co.uk

or call 020 7432 3012

For more information please see:

<http://www.electralink.co.uk/electralink>



EPC REGISTER (ENGLAND AND WALES) – HOW TO APPLY

The EPC Register for England and Wales is operated by **Landmark Information Group** on behalf of the DCLG and DECC.

In order for your authorised users to obtain a user account you will need to:

- a) ensure you are authorised to operate as a Provider and are listed as a GDP on the Participant Register on the GD ORB website;
- b) ensure you have signed Landmark's Terms and Conditions;
- c) ensure you have provided Landmark with both, billing details and details of staff who will be assigned to the admin account; and
- d) ensure you have received your digital certificate(s) and password(s) for the Provider spreadsheet upload service.

There is a different registration service for the domestic and non-domestic registers. Users will require separate digital certificates and log in details to access each register.

Access to the Green Deal register is controlled through a spreadsheet upload service. The Provider will be supplied with a template spreadsheet by Landmark in which they will record certain information for each user they wish to have access to the Landmark systems.

It is the responsibility of the Provider to ensure that only authorised users are provided with access to each register.

Once you have created your authorised user spreadsheet you will need to upload it for the changes to come into effect.

Once the Provider authorised user information has been submitted to Landmark and is processed, an email confirming their new account along with log in details, will be sent to the nominated email address.

Landmark User IDs and passwords will allow the Green Deal Provider's authorised users to access the [Green Deal Improvement Package tool](#) (GDIP) and the [Green Deal Plan tool](#) software.



To register with **Landmark**, contact greendeal@landmark.co.uk

For more information please see:

[Green Deal Landmark Register](#)



EPC REGISTER (SCOTLAND) – HOW TO APPLY

The EPC Register for Scotland is operated by **Energy Savings Trust (EST)**.

Access to the Combined Energy Performance Certificate Register (CEPCR) is via <https://www.scottishepcregister.org.uk/> and users required to register before they are granted access.

Before the GDP admin account can be created, Providers will need to first do the following:

- Ensure you are listed as a Provider on the Participant Register on the GD ORB website; and
 - Supply the EST with the details of one member of staff who will be assigned the admin account in order to set up other relevant employees with access to the CEPCR for Provider purposes.
- Email these details to scottishepcregister@est.org.uk.

Once the admin user has been set up they will receive an email containing their password. Their username will be their email address.

Using their admin account, the Provider admin user will need to create user accounts for other employees who require access to the register. It is the responsibility of the Provider to ensure that only authorised employees are provided with access.

Once logged in Providers will be able to carry out the following functions on the CEPCR web portal:

- * Search and retrieve EPCs by RRN;
- * Search and retrieve OAs by RRN;
- * Search and retrieve Non-domestic GDARs by RRN;
- * Search for a Green Deal Plan by Plan ID, UPRN, EPC RRN and postcode; and
- * Edit a Green Deal Plan.



If you have any questions regarding GDP admin accounts on the Combined EPC Register for Scotland please contact scottishepcregister@est.org.uk.

For more information please see:

[Combined EPC Register for Scotland– User Registration Guide](#)



OTHER CONSIDERATIONS

Finance

A fundamental component of the Green Deal scheme is that a Provider offers unsecured finance to customers in a form of Green Deal Plan. In order to be able to write Green Deal Plans, Providers must have adequate access to finance. It is the responsibility of a Provider to decide how they will obtain finance. You can do this by yourself or use a third party option.

The Green Deal Finance Company (GDFC) is one of the options of accessing finance, but is not a mandatory step.

Software

A Provider will also need to consider the requirement of obtaining software to manage and support commercial Green Deal processes and CRM. The software can be procured from commercial vendors. There are no recommended software providers and companies should seek independent advice on procuring the most suitable software for any particular needs.

Legal Advice

Providers are encouraged to seek independent legal advice if they are in any doubt as to whether they require FCA authorisation/ interim permission or the circumstances in which a Green Deal Plan will be a regulated consumer credit agreement.

Financial Service Provision Advice

Firms are also encouraged to seek legal advice in relation to providing financial services as a Provider. As a Provider you will need to ensure that you can operate in the financial services market with confidence and ease and carry out the responsibility of providing unsecured consumer loans in the form of Green Deal Plans.



MARKET READINESS CHECKLIST

Mandatory Steps

MARKET READINESS CHECKLIST		
Obtain requisite consumer credit permissions from Financial Conduct Authority (FCA) (for domestic applicants)	FCA	http://www.fca.org.uk/firms/firm-types/consumer-credit/faqs
Become an Authorised Green Deal Provider with GD ORB	GD ORB	gdorbproviderapplications@gemserv.com
Apply for an MPID and relevant market role codes	MRASCo (Gemserv)	gdcc@gemserv.com
Receive, sign and return your Quality Mark sub-liscence and receive your Green Deal Quality Mark	GD ORB	gdorbproviderapplications@gemserv.com
Register with Green Deal Ombudsman and Investigation Services (OIS)	OIS	applications@ombudsman-services.org
Apply and accede to the Green Deal Arrangements Agreement (GDAA)	GD ORB	GDAAPanelSecretary@gemserv.com
Sign a Green Deal Central Charge Access Agreement and GDCC Database Access Application and receive access to GDCC Portal	MRASCo (Gemserv)	gdcc@gemserv.com
Sign Data Transfer Services Agreement (DTSA) and connect to Data Transfer network (DTN)	Electralink	helpdesk@electralink.co.uk
Gain access to the EPC Register in England and Wales and EPC Register in Scotland	Landmark (E & W) / EST (Scotland)	greendeal@landmark.co.uk scottishepcregister@est.org.uk



Readiness Checklist	Step 1	Step 2	Step 3	Step 4	Step 5	Completed
Provider Authorisation	Obtain requisite FCA permissions to apply for Authorisation (for domestic only)	Submit completed Pre-Assessment Questionnaire (PAQ) to gdorbproviderapplications@gemserv.com	Complete Fitness Test and submit evidence as requested to gdorbproviderapplications@gemserv.com	Receive Authorisation letter from GD ORB (attached)		
MPID and Role Code	Fill out GDFM 1 (new participants) /GDFM 2 (existing market participants) and send to GDCC@gemserv.com	Receive Confirmation of MPID requested	Submit Green Deal Market Data (GDMD) to MRASCo			
OIS Registration	Request relevant application forms from the applications team at OIS	Fill out an application form and deed poll and send to applications@ombudsman-services.org	Receive welcome email to confirm registration			
Quality Mark	Confirm your details for the Green Deal Register and confirm your organisation's postal address	Receive and sign QM sub-licences and return to the GD ORB	Receive Quality Mark by email in JPEG and EPS formats			
GDAA Accession	Send a completed GDAA Application form with evidence of Provider Authorisation to GDAA Panel Secretary	Submit further information (if requested by GDAA Panel)	Sign and return GDAA Accession Agreement prepared by the GDAA Panel Secretary			
GDCC Access	Sign MRASCo Access Agreement and send to GDCC@gemserv.com	Supply user information for the GDCC & other information as stated within the Access Agreement	Fill out and send GDCC Access Application Form to GDCC@gemserv.com	Receive a user name and password to access GDCC Web Portal		
DTN Access	Complete, sign, scan and email the Accession Agreement to Electralink helpdesk@electralink.co.uk	Receive a counter-signed copy of the agreement	Complete, sign, scan and email the Local User Agreement form to Electralink	Request and sign DTS Connection Application Form and return to Electralink.	Receive confirmation and account details	
EPC Register (Landmark)	Contact Landmark at greendeal@landmark.co.uk	Sign Landmark's terms and conditions and provide billing details to Landmark	Receive digital certificate (s) and password (s) for the Provider spreadsheet upload service	Create and upload your authorised user spreadsheet	Receive email confirming your account details of username and password	
EPC Access (EST)	Contact Energy Saving Trust (EST) at scottishepcregister@est.org.uk	Supply the EST with the details of one member of staff who will be assigned to admin account	Receive email containing password for the admin account	Create user accounts for any other employees who require access		