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## Editorial



As I approach the end of my two-year role as OFTEC chairman I reflect that the oil heating/ cooking sector has faced tough challenges during that time. That said we still have a significant part of the UK and Irish domestic markets. Industry sales through most of 2012 were poor, but thanks partly to the recent cold weather we ended the year strongly, due to distress purchases.

Despite the reduction in the oil heating market, I firmly believe that we can hold onto the market, but it will need full commitment from all those involved. For example there is a very important role here for the ambassadors for oil heating – professional OFTEC registered technicians visit customers in their homes every day to install/service oil boilers and tanks, they are best placed to retain end users on oil.



Barry Gregory, managing director, Riello UK and OFTEC chairman

### Four reasons why I think oil will hold on to its market share:

1. The public and many installers are realising that renewable heating is expensive to install and operate, and unsuitable for many rural homes
2. Oil is a dependable heating source, cheaper to use than LPG, and is a similar price to electricity and wood pellets
3. The Green Deal will encourage the installation of new condensing oil boilers
4. A growing reluctance by consumers to invest in unproven or problematic heat technologies.

With government grants to install heat pumps and biomass boilers, the Renewable Heat Incentive may certainly tempt some to shift from oil, but there is much red tape and many hoops to jump through before switching. Additionally, government figures suggest air source heat pumps will be the preferred option. Experience has already shown that in rural homes such pumps are not a straightforward replacement for oil heating because they often require additional improvement of the building and/or heating system.

### Play your part in the future of oil heating

To counter this threat OFTEC and the Federation of Petroleum Suppliers (FPS) have launched the Oilsave campaign ([www.oilsave.co.uk](http://www.oilsave.co.uk)) which offers FREE information and leaflets for the consumer. To play your part in the Oilsave campaign, simply order Oilsave information, then when you visit a customer always leave a leaflet and/or send out with your invoices. Together we can work to maintain our industry and ensure jobs in oil heating for many years to come!

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# New report questions the effectiveness of renewables in rural areas

With the government offering incentives including the Green Deal and the Renewable Heat Incentive (RHI), many existing oil users may be tempted to replace their existing installations with renewable technology. However, a new report commissioned by OFTEC has questioned the technical and financial benefits of switching from oil to biomass, heat pumps and solar thermal.

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## *using an oil condensing boiler to heat a three bedroom home costs around £1355*

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The research was undertaken by an independent energy consultant and exposes some of the downsides of renewables in off-gas main areas. In particular the report examined the high installation costs of renewables and questioned whether they would produce the expected carbon and fuel cost savings when compared with oil heating.

### **Wood pellet boilers**

A wood pellet biomass boiler takes up considerably more space than a high efficiency condensing oil boiler. Unless an existing outbuilding can be used a separate biomass boiler room is usually needed as well as an adjacent store that can hold several tonnes of fuel. Whereas oil tanks can be situated a significant distance from the boiler, automatic feed biomass boilers must be positioned next to their fuel store. Good vehicle access is also required to enable the wood pellet to be blown into the store. For distances over five metres the pellets have to be tipped instead, which requires a specially designed fuel store at additional cost.

Quotes were obtained for replacing an existing oil boiler with an automatic biomass boiler and fuel storage system, which came to £16,300. In contrast OFTEC estimates the cost of replacing an existing oil boiler with

a high efficiency condensing one at around £3000 for a typical four-bedroom home. The report also queried the environmental credentials of biomass, referring to a 2011 Friends of the Earth report which posed the question of whether biomass is really carbon neutral, and also referred to pollution concerns from particulates produced when burning woody biomass.

### **Heat pumps**

The report also looked at whether heat pumps would be a good choice for rural households currently on oil. The Energy Savings Trust (EST) estimates a typical ground source heat pump installation could cost up to £17,000 and an air source heat pump installation up to £10,000. Aside from the fact that both types of heat pump require considerable space, neither are a straight swap for an oil boiler due to the lower temperatures they produce. Significantly larger radiators with three or four times greater surface area are needed, or replacement with an under floor heating system.

Heat pumps can offer an advantage over oil boilers is in terms of operating efficiency, but for this to happen they must operate at their highest coefficient of performance (COP) or efficiency rating. However, DECC noted in a report published last year that these efficiency ratings are not always being achieved and it went as far as to suggest that some heat pumps are operating at significantly reduced efficiencies. A field trial of 83 heat pump installations monitored by the EST during 2009-10 found that both ground source and air source heat pumps were operating below their optimal COP.

If a heat pump system is not running efficiently, the costs rise dramatically due to higher electricity consumption. Looking at findings in the DECC report and EST study, OFTEC's independent consultant calculated that for a four-bedroom home, a typical oil boiler would cost £1468 per annum to run. Using the same efficiency levels monitored in the EST study a ground source heat pump would cost £1355 to run, and an air

source heat pump would cost £1779 to run. Although the ground source heat pump would save the householder £113 per year, it has much higher installation costs than a simple oil boiler replacement. If poor COP efficiencies are the reality, then the high costs of heat pumps are hard to justify.

### **Solar thermal**

If a suitable roof is available then solar thermal offers another renewable alternative and can be installed in conjunction with an existing oil boiler. According to the EST a solar thermal system typically costs £4800, which covers everything, including the solar thermal store. The oil boiler and solar system are usually both connected to the thermal store, with the solar thermal providing the majority of heat for the domestic hot water with the oil boiler topping it up if needed. In summer solar thermal can produce up to 90% of hot water requirements, but only 5-10% in winter due to low sunshine hours.

The advantage of solar thermal is that it is compatible with most existing oil boilers. However, 90% of heating oil consumption is used for space heating, with only 10% used to generate domestic hot water. If a solar system provides 50% of annual hot water then the cost savings would be in the region of £88 per annum, which makes it difficult for many households to justify the installation expense.

For the two million oil users in the UK and Ireland, switching to a different fuel could end up costing more. Oil's current rival – LPG – costs customers around 50% more to heat their homes each year than oil. The latest independent figures show that using an oil condensing boiler to heat a three bedroom home costs around £1355 compared to £2020 with an LPG condensing boiler.

Oil is a tried and trusted technology, and offers a reliable and cost effective source of heating. For most, upgrading to a condensing boiler and improving their insulation is a more cost effective option than the uncertainties of going down the renewable route.

# The Oilsave campaign

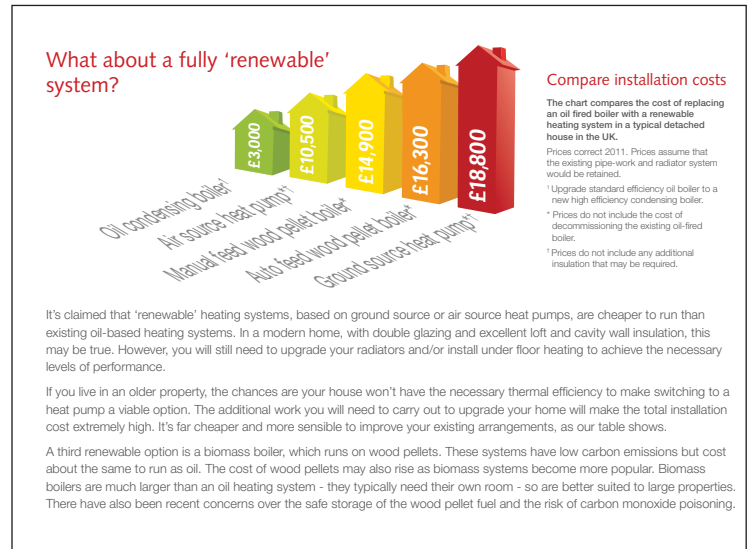


OFTEC and the Federation of Petroleum Suppliers (FPS) have joined forces to promote oil heating to homeowners. The Oilsave campaign aims to retain existing oil customers, encouraging them to upgrade their existing heating systems to become more energy efficient. The campaign will also highlight the benefits of oil heating for rural homes, versus the disadvantages and high costs of switching to alternative fuels.

The existing Oilsave website has been updated and now contains a wealth of information and practical advice. It includes a simple comparison of the pros and cons of using oil compared to renewable heat. Oilsave is also designed to support your business. We have a range of free marketing material available for you to hand out to your consumers, and your support will make an enormous difference to the success of the campaign. They are designed to be used when you visit customers or send out quotes, invoices and statements. FPS will be asking its oil distributor members to do the same.

The consumer leaflet promotes the advantages of oil heating and provides advice for homeowners on improving their energy efficiency. OFTEC's marketing manager Malcolm Farrow said: "We believe it is very important that our Oilsave campaign supports your business, so this and subsequent promotional material will highlight the advantages of using OFTEC registered technicians."

To order your free promotional leaflets please email the OFTEC marketing team on [marketing@oftec.org](mailto:marketing@oftec.org) or call 0845 6585080 for further information.



## Increased carbon emissions with RHI

The proposed Renewable Heat Incentive (RHI) is unlikely to tackle the problem of carbon emissions from rural homes, according to OFTEC

In a written response to the RHI consultation submitted at the beginning of December, OFTEC stated that it supported the principle behind the incentive, but was concerned that the practical impact of RHI will be to increase, not decrease, CO<sub>2</sub> emissions from rural homes. This is because the incentivised technologies will run on carbon-rich electricity.

OFTEC provided evidence showing that, until 2020-21, the technologies preferred in the proposals, which include air and ground source heat pumps, could emit twice as much CO<sub>2</sub> as a B30K bioliquid fuel. They would also cost three times more to install than it would cost to convert existing oil heating systems to run on bioliquid. As proposed, the RHI would actually increase CO<sub>2</sub> emissions from rural homes compared to doing nothing!

*bioliquids would be more effective at reducing carbon emissions in off-gas areas*

The disruption to homes and bureaucratic complexity of the proposals would also discourage take up, because the favoured technologies are unsuitable for the majority of the UK's existing housing stock – unless very significant and expensive home alterations are made.

Commenting on the response, OFTEC director general Jeremy Hawksley said: "In its current form, the RHI strategy incentivises renewables such as biomass and air source heat pumps, which can have high carbon savings. However, this is only true if they run efficiently and the electricity they use is sourced from renewable sources. Our response demonstrates that bioliquids would be more effective at reducing carbon emissions in off-gas areas, and much cheaper and simpler for homeowners to adopt. With the recent cold weather I'm reminded of the harsh winter of 2010/11 when heat pumps performed poorly, causing higher running costs while failing to keep homes warm. By contrast, oil heating is much more compatible with rural homes off the mains gas network."

In responding to other points in the consultation, OFTEC expressed concern that the tariff for solar thermal may be too low to achieve sufficient take-up. OFTEC also noted that for bivalent or hybrid systems only gas and LPG had been proposed as fuel bivalent options. It requested that liquid fuel be included too.

# Turn up the heat for your business



**Join a new campaign to boost the oil heating industry... and maximise the opportunities for your business!**



Oil heating and cooking is still the best option for the majority of rural homes. The Oilsave campaign is designed to:

- Promote the advantages of oil heating to customers
- Unravel the hype surrounding alternative heating options
- Encourage homeowners to upgrade their heating systems and make other energy saving improvements.

There's a new information website **[www.oilsave.org](http://www.oilsave.org)** and free marketing leaflets available for OFTEC registered technicians and FPS members. They're a great way to promote business and remind your customers that they can save money by making energy efficiency improvements and sticking with oil!

Order your free leaflets direct from OFTEC by emailing the marketing team on [marketing@oftec.org](mailto:marketing@oftec.org) or call **0845 6585080** for further information.



The *energy* behind liquid fuels

[www.oilsave.org.uk](http://www.oilsave.org.uk)

## Green Deal first

Stephen Henderson is the first OFTEC registered installer to achieve Green Deal registration via OFTEC.

Stephen, from Woodbridge-based Henderson Heating and Plumbing in Suffolk, has been an OFTEC registered technician since 2008. Following an inspection visit, the company passed the requirements of PAS 2030 – the installer specification for installing energy efficient measures – and is now certified to install condensing boilers, heating controls and hot water and heating insulation under the Green Deal programme, which went live in January. Only registered Green Deal Installers will be eligible to undertake this work.

*“A real opportunity to generate new business”*

“Congratulations to Stephen – Green Deal offers a real opportunity for registered installers to generate new business,” said registration services manager, Adrian Lightwood. “Existing OFTEC registrants can extend their scope to include Green Deal without any new qualifications. All it requires is an inspection visit from OFTEC.

OFTEC was one of the first certification bodies to gain approval from the United Kingdom



Stephen Henderson (r) receives his certificate from Paul Rose, OFTEC technical director



*“the government aims to retrofit 14 million homes with energy efficiency improvements by 2020”*

Accreditation Service (UKAS) for its competent person scheme. As part of the UKAS accreditation, OFTEC can offer existing registrants the opportunity to register as Green Deal installers. Under the Green Deal, the government aims to retrofit 14 million homes with energy efficiency improvements by 2020. Providers (typically energy companies) will provide the capital for energy saving improvements, recouping their money back through electricity bills.

For more information on how to register to become a Green Deal installer call 0845 6585080 or visit [www.oftec.org](http://www.oftec.org).

## Communities scheme goes off-grid

In December, 38 community groups were awarded a share of £3m by the Department of Energy and Climate Change. The money will be used to part fund low carbon heating technologies such as biomass and heat pumps.

Although all homes – including those on mains gas – were eligible to become part of the community bids, schemes were assessed more favourably if they reached homes with high carbon content heating, predominantly those off-grid.

“We leafleted households in off-gas areas in order to collect expressions of interest,” said Dr Vicky Dunn of **Renewable Energy Around Louth**, a joint initiative between Groundwork Lincolnshire and Transition Town Louth. “Interest was high, not only because of the cost saving of switching, but also because there are many early adopters of renewable technologies in the area, meaning householders can see them in action.” [www.eastmidlands.groundwork.org.uk](http://www.eastmidlands.groundwork.org.uk)

Chris Rowland of the **Ouse Valley Heat Project**, a local initiative by social enterprise, OVSCO which promotes the scheme in the Lewes district of Sussex, said: “We found most interest came from homeowners wanting to move away from fossil fuels, especially as costs for oil and LPG rise.” [www.ovesco.co.uk](http://www.ovesco.co.uk)

Joint project leader for Devon-based Sustainable **Crediton Warm Homes** project, Charles Mossman, one of six communities in the south west to be awarded a share of £675,000, added: “In the main the 22 local householders who’ve registered for our scheme rely on coal, oil or LPG for their main heating.” [www.sustainablecrediton.org.uk](http://www.sustainablecrediton.org.uk)

To check out the community schemes awarded grants in your area – see press notice 2012/154 – [www.decc.gov.uk](http://www.decc.gov.uk).

## Getting together to fight for oil

Following on from the lack of support for bioliquids in the Renewable Heat, Oil Installer spoke to Ian Waller whose FiveBarGate consultancy was involved in biokerosene field trials back in 2009/10.

“As the government has chosen not to support bioliquids, I do wonder if enough work was done to convince government of their worth?

“There’s been somewhat of a heads in the sand attitude in the industry towards heating oil’s future with OFTEC beating a lone drum. “However, I do still believe there’s an argument to be had in oil’s favour – not least the fact that lots of manufacturing jobs – boilers, tanks, ancillary equipment – could be lost in the UK. OFTEC, the Federation of Petroleum Suppliers and others in the industry should get together....

“It would certainly take a lot to shift the government now. With bioliquids not included in the Renewable Heat Incentive, I see the biomass market picking up business and making inroads into oil’s market.”

To make a start in the fight for oil’s future, check out the Oilsave campaign on pages 5 and 6.

### You can now read your copy of Oil Installer online

In addition to the printed copy you are reading right now, Oil Installer magazine is now available in digital format at [www.oilinstaller.co.uk](http://www.oilinstaller.co.uk).

Each reader can choose how they would like to view the online publication. The magazine display lets you view each double page spread as you would a traditional paper copy, enabling you to flip through the pages, enjoy the articles and accompanying photographs in a layout that is exactly like the printed copy.

Alternatively, readers can select to view each single page separately, or as a scrollable PDF document.

Whilst checking out the online copy of Oil Installer, why not browse the website where you will also find more articles, photo galleries and videos. You can also take the opportunity to sign up for a regular copy of the FREE Oil Installer email newsletter.

Having investigated the new digital format, if you would prefer to always read your copy of Oil Installer in this way, simply let us know at [jane@oilinstaller.co.uk](mailto:jane@oilinstaller.co.uk).



### In brief

- Find the recently published **Fuel Poverty Advisory Group's** annual report for 2011 at [www.gov.uk/government/organisations/the-fuel-poverty-advisory-group](http://www.gov.uk/government/organisations/the-fuel-poverty-advisory-group).
- For energy saving measures, check out the **Heating & Hot Water Industry Council's** *Hole In The Roof* campaign, which features the Romans (above), an average British family wasting energy, and money, as if they have a very large hole in the roof. [www.holeintheroof.org.uk](http://www.holeintheroof.org.uk)
- An **Energy Related Products Directive** update is due this spring when the Regulatory Commission meets to discuss new draft wording for the energy labelling of space heaters.
- The **Institute of Domestic Heating & Engineers (IDHEE)** conference takes place on Wednesday 29th May at Holywell Park, Loughborough University. [www.idhee.org.uk](http://www.idhee.org.uk)
- A biomass heating group has been launched by the **Energy & Utilities Alliance** to provide a unified body to represent companies involved in the biomass heating industry. [www.eua.org.uk](http://www.eua.org.uk)



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# Installer goes back to school

*OFTEC award winner, Adam Smith talks to Oil Installer's Liz Boardman about his winning installation and working with renewables*

In October 2012, Adam picked up the award for oil boiler installer (which he shares with WD Taylor Plumbing and Heating's Graham Taylor). Nominated by OFTEC inspector, Clive King, Adam told Oil Installer that he was surprised to win: "It was nerve-racking on the night but it was nice to be recognised for my work."

**An educational visit**

Adam's winning installation was a huge project undertaken in the summer holidays at a private school. It involved the replacement of 120 radiators, two boilers, two water cylinders, a pumping station and a control unit. "Although the job was straightforward, the sorts of tasks I do day in, day out, it was sizeable and we were working to a strict timeframe," explained Adam. "The only real difficulty was the plant room, which was very small and we had to take out the chimney breast to get all of the equipment in."

Adam works for Dorset-based Total Energy Services, which is jointly owned by his father, John Smith and John's business partner, Geoff Lamb. Prior to joining the family business Adam trained and worked as an agricultural engineer. Having eventually succumbed to persuasion from his father, Adam retrained as a heating engineer eight years ago. "It's better money and nicer hours," he joked. As well as winning installations, Adam also does servicing and breakdowns.

**Variety is the spice of life**

Five years ago the company moved into renewables with solar thermal and now also installs air source heat pumps. "We've been doing air source heat pumps for about two years and I can see that's where the market is heading. It's something most people will have to consider in the future. We certainly get a broad spectrum of customers enquiring about



Adam (l) and Graham Taylor received their OFTEC oil boiler installer of the year awards from Dave Hall, Grant's national sales manager

them," commented Adam. However, he believes that oil still has a huge part to play. "Oil's always going to have a place in the market, especially if a good biofuel can be developed. It has to, because the price of air source heat pumps remains so high."

For Adam, working with a variety of technologies ensures that his job is never dull. "I'm glad I don't do the same thing all the time. It's good to do a range of different things – I'd get bored otherwise!"



External and internal shots of Adam's award winning installation at Clayesmore independent school in Dorset

### Oil v gas in Northern Ireland

With heating oil consumption already in decline in Northern Ireland, plans to extend the gas network are not a welcome development. Market share peaked in 2005 with 75% of households using heating oil; this had reduced to 68% in 2009.

The Northern Ireland Oil Federation (NIOF) has little doubt that the extension will go ahead as planned, with oil customers targeted to switch. "This represents a real threat," said David Blevings, NIOF executive director.

Expansion is due to start in 2015, north and north west towns under consideration include Dungannon, Cookstown, Magherafelt, Coalisland, Omagh, Enniskillen/Derrylin and Strabane. Hillsborough, Ballynahinch, Downpatrick, Saintfield and Crossgar are being considered in County Down.

However, David did point out that the Northern Ireland Housing Executive (NIHE), which currently manages 90,000 social housing dwellings, may not hurry to changeover, despite gas being its preferred fuel. "With oil boilers only installed at many of these dwellings in recent years, these boilers are not at the end of their useful life so I anticipate gas conversion rates will take awhile. Whilst this is good news in the short term, we really do need to sit up and take notice of impending changes.

"We need to lobby direct store delivery (DSD) to support and introduce the Kingspan/Carillion Pay As You Go system to public sector housing and others that will allow oil to compete on a level playing field.

"If the oil sector is to retain a healthy market share it needs to think long term about the services it offers to the customer and become an energy provider offering energy services, not just oil."

Oil Installer asked local fuel oil distributors for their opinion.

"The secret is to continue providing a service at a competitive price and to ensure customers remain loyal to a product they still want," said Ken Hylands, Hylands Fuels. In Ken's experience, customers may not opt for gas, even when available, preferring to stick to what they know best. "Some may not have the option to switch; a majority of homes on an estate/road must opt for change before the high cost of running a pipeline into the area is warranted."

"Any increase in gas coverage will have a detrimental effect on the oil business, pushing its customer base away from the inner city/towns and into the more rural areas," reported Michael Strain, general manager, Topaz Direct.

### Providing energy efficiency

Six advisors at fuel distributor Nicholl Fuel Oils have received energy in the home training by National Energy Assessors Northern Ireland, (NEA NI).

"Before these hard economic times made energy efficiency extremely important, Nicholl Fuel Oils firmly believed that energy efficiency was the only way that people could afford energies such as oil, gas and electricity," said director Hugh Nicholl.

"The training received equips our advisors to provide energy advice to customers by highlighting energy efficiency grants and schemes which will enable them to get the most from the energy they use."



Pictured at the certificate presentation with Hugh Nicholl and the successful advisors are NEA NI's Pat Austin John Dallat MLA, professor Christine Lidell, University of Ulster and Mary McKeown, Department of Enterprise, Trade and Investment

### New carbon monoxide legislation doesn't go far enough

New carbon monoxide (CO) legislation which came into effect last November has been welcomed by OFTEC. New properties must now be fitted with a CO alarm, however, many householders are still at risk from the potentially deadly substance, OFTEC warns.

"While this is certainly a positive step forward in acknowledging the dangers of carbon monoxide and the importance of fitting a CO alarm in a new property," said David Blevings, OFTEC Ireland manager. "We do believe there's a much greater risk within existing properties which may have old and poorly maintained boilers.

**From 31st October 2012, Northern Ireland Building Regulations require a CO detector or alarm to be fitted where a boiler or solid fuel stove is located**

**Regular servicing by a qualified technician is still vital**

"We also agree with the Health and Safety Executive of Northern Ireland that a carbon monoxide alarm is a secondary measure only. An alarm, while important, can give a false sense of security and the best protection is to have appliances serviced regularly by a qualified technician."

OFTEC is also calling on both the Northern Ireland Executive and the Commission for Energy Regulation in the Republic of Ireland to introduce mandatory registration schemes for oil technicians. These would serve as an additional safety measure for householders, ensuring all technicians, across all fossil fuels, are suitably trained and qualified to detect carbon monoxide.

# A good time to replace that old oil boiler

In support of OFTEC, a prominent Northern Ireland politician is urging consumers to take advantage of the latest boiler replacement scheme

Michelle McIlveen, member of the legislative assembly for Strangford, wants oil users to switch on to the potential benefits of the government's £12 million boiler replacement scheme launched last September.

"The scheme is an excellent initiative with thousands of households set to benefit. In my experience there are many homes in Strangford still being heated by older, inefficient boilers and I would urge consumers to act now to reduce energy costs and improve energy efficiency."

"We estimate that over 60% of oil boilers in Northern Ireland are over 15 years old and could benefit from an upgrade," said

David Blevings, OFTEC Ireland manager. "A condensing oil boiler will increase efficiency levels by up to 18% and that can mean an annual saving on oil of up to £300 every year! Upgrading to a condensing boiler is easy compared to switching to an alternative fuels source. All your existing pipe work remains and the new boiler simply slots into the existing space with minimal upheaval and disruption."

The Department for Social Development (DSD) confirmed funding for the installation of around 5000 boilers. In the 2013/14 financial year, an additional £4 million funding has been secured from the European Regional Development Fund

(ERDF), had been secured.

The amount of grant payable is dependent on total gross income. Those earning less than £20,000 will get a grant of £700 to replace the boiler, rising to £1000 if controls are also installed. For those earning between £20,000 and £40,000 the grant is £400 for the boiler, rising to £500 if controls are installed.

Applications to the scheme, administered by the Northern Ireland Housing Executive, are on a first come first serve basis. [www.nihe.gov.uk](http://www.nihe.gov.uk). In December 2012, a DSD report showed that 21,000 applications had been received with 1200 approvals issued to date.

**Do you have customers with single skin tanks?**

**Are they ready to comply with the 20th March 2013 deadline? See page 20.**

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# Staying ahead with OFTEC registration

OFTEC is recognised at government level, by manufacturers, distributors and consumers for promoting excellence within the oil-firing industry through its training, assessments and registration of technicians under the competent person scheme.

With this recognised professional status and a proven level of competency, OFTEC registered technicians can reap financial, business and professional benefits. Trained and assessed to nationally approved standards, OFTEC registered technicians can offer peace of mind to customers and reassurance having insurance to work in a customer's home, and offering a workmanship warranty.



## New staff at OFTEC

### Inspection

The appointment of Andy Linehan and Colin Russell to OFTEC's inspection team brings the total number of inspectors working across the UK and Ireland to twelve. Andy has assumed responsibility for inspections in Jersey whilst Colin Russell is looking after Guernsey.

With no mains gas, oil is the most popular fuel in the Channel Islands. OFTEC operates a competent person scheme on Guernsey and Jersey where both authorities introduced self-certification during 2007.

### Registration

Joining a team of five administrators on OFTEC's registration team is Tracey Waite. Tracey is processing new



applications, renewing registrants on the competent person scheme, and dealing with registered technicians' day to day enquires. For registration or inspection matters call 0845 65 85 080 or email [registration@oftec.org](mailto:registration@oftec.org).

## Complaints – investigation and resolution

The security of a government audited complaints procedure is a significant benefit for the householder who chooses to use an OFTEC registered technician.

This benefit is certainly worth mentioning to prospective customers when pitching for business, along with the fact that every registered technician is independently assessed whilst registered and has his/her work periodically inspected by a regional inspector.

### Investigation

Should a customer be unhappy with a registered technician's work and the situation cannot be rectified to both parties' satisfaction, OFTEC operates an independent complaints procedure.

To investigate a complaint OFTEC requests full details in writing from the householder together with any supporting documentation such as quotations, correspondence, photographs or invoices. Once everything is received, OFTEC will review the evidence and conduct a fair and balanced investigation.

### Resolution

OFTEC may send a regional inspector to assess the site. The inspector will observe and report findings, but will not alter, repair or adjust any equipment. If OFTEC finds the complaint to be valid, a non-conformity notice to put the work right will be issued to the registered business or technician. The householder can expect that any remedial work will be done without further charge, providing it was included in the original contract of work.

If OFTEC finds the complaint cannot be justified, both parties will be informed that the complaint cannot be upheld nor the matter taken further. OFTEC cannot become involved in financial or contractual disputes, and will only deal with complaints regarding safety or installation standards.

The complaints process is explained on a factsheet which can be downloaded free of charge at [www.oftec.org](http://www.oftec.org).



## Revoked registrations

OFTEC has revoked the registration of two technicians/businesses for not complying with non-conformity notices issued and bringing OFTEC into disrepute.

**Robert Sewell** of **Robert Sewell Plumbing & Heating Limited** (C9975) for not complying with non-conformity notice RN6372 issued as part of a routine inspection.

**Martyn Crute** of **UK Gas & Oil Ltd** trading as **Embers** (C2387) for not complying with non-conformity request as part of complaint investigation IP1053.

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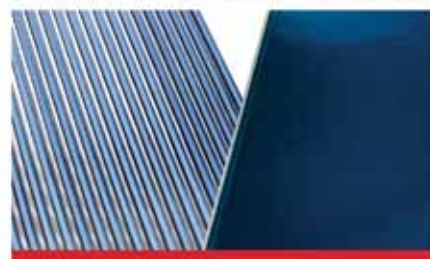
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## Oil theft vigilance

Over the winter OFTEC has been warning homeowners to be vigilant against the threat of oil theft. With many consumers having filled their storage tanks over the cold winter the risk of theft has increased. Thieves have targeted quiet, rural communities, siphoning fuel from oil storage tanks outside people's homes, leaving them with little or no fuel. Most victims have been completely unaware that anything was wrong until their heating stopped working because they had run out of oil.

### A few simple security measures to help customers protect fuel

- ✓ Check fuel levels regularly to ensure no fuel has gone missing
- ✓ Lock the tank inspection cover, or fit a lockable filler cap
- ✓ Install automatic movement sensor security lighting around the tank
- ✓ Fit a tank alarm system to warn if oil levels drop suddenly – also useful if an oil leak occurs
- ✓ Be particularly vigilant after a delivery – some fuel distributors have reported that delivery vehicles have been followed. Thieves may also return to steal replacement oil following an initial theft
- ✓ Plant shrubs or use fence panels to hide the tank, but make sure any screening is an appropriate distance away from the tank so it does not cause a fire hazard
- ✓ Report any suspicious activity to police

Watchman oil tank alarms are available from OFTEC Direct, with a discount for registered technicians. The alarm system is activated by a sudden drop in oil level, and is suitable for steel and plastic tanks up to three metres tall with a transmitter to receiver range of 200 metres. [www.oftecdirect.com](http://www.oftecdirect.com)



Are oil thieves preying on your customers' tanks?

## Protecting liquid assets

When the price of oil rises, theft reports increase. In Leicestershire, police found that fuel to the value of £16,000 had been stolen over a period of 60 days. In Wales, statistics revealed the equivalent of a theft a day by the end of 2011. High numbers of thefts have also been reported in Lincolnshire, Worcestershire, Yorkshire and Devon.

An increasing incidence of theft is resulting in heating oil customers ordering fewer litres at a time, reports Neil Kovac, sales manager at Leicestershire-based Brobot Petroleum.

But, irrespective of how much is put in the tank the problem is the same as Duncan Lambert, general manager at Rix Petroleum, points out: "Each time our 30-foot tanker parks outside a property to make a delivery, we advertise that a new batch of oil has just been delivered. But what can we do?"

Following a recent trial at Three Counties Fuel, the company's entire customer base now uses the **SmartGuard** fuel tank gauge and alarm from Fuel and LPG Services. Managing director, Pauline Newcombe, said: "The SmartGuard gives customers peace of mind that their tanks are alarmed against theft, and will never run out."

The **SonicSignalman** from Kingspan Environmental is a one-part device that uses the latest ultrasonic and GSM technology to remotely monitor oil levels. The device comes with access to a consumer portal where a wide range of services can be purchased, including theft alerts and an iPhone app.

At Lincolnshire joinery manufacturers, George Barnsdale & Sons, the GB Security group installed an **Oil Defender** system, manufactured by Fuel Alarms. In the event of an attempted theft, a wireless signal is transmitted from the tank unit to a control unit directly linked to the customer's existing monitored alarm system.

**Share your thoughts on oil theft – prevalence and prevention. What tank security measures do you recommend to customers? Email [liz@oilinstaller.co.uk](mailto:liz@oilinstaller.co.uk).**

## Oil tank maintenance

Neglected oil tanks can and do cause problems so the importance of good oil tank maintenance can never be over emphasised. When visiting a customer, it pays to check the condition of the tank and to alert owners to any issues. OFTEC is working on new initiatives to stress the importance of oil tank maintenance to consumers, your suggestions are welcome at [prose@oftec.org](mailto:prose@oftec.org).



With tanks in positions like this one – find out more on page 30 – there is much to be done to educate customers about oil tank maintenance!

# Everything you need... backed up with a 5 year guarantee

Purchase any Greenstar oil-fired condensing boiler, or any Greenstar gas-fired CDI, Si or Ri boiler **before 30th June 2013**, and your customers will receive a 5 year guarantee for the boiler and 5 years' peace of mind.

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or visit [www.worcester-bosch.co.uk/5year](http://www.worcester-bosch.co.uk/5year)  
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**QUALITY**

PEACE OF MIND

PROVEN

## Established, energy efficient and emerging

“With domestic energy bills on the rise, homeowners are well-advised to do all they can to improve the efficiency of their heating system,” says Martyn Bridges, director of marketing and technical support at Worcester, Bosch Group

The first boiler manufacturer to add a system filter to its product portfolio, Worcester’s twin action Greenstar system filter is designed to capture both magnetic and non-magnetic system water contaminants. The inclusion of pre-formed copper tails, a dedicated spanner and a quick dose valve for adding system chemicals, means the system filter is simple to install and service with a guide installation time of just 15 minutes when installed with a new or replacement boiler.



Allowing heating engineers to offer customers a boiler and compatible filter under the same brand



Worcester is reaffirming its commitment to product reliability and customer support by extending its 5-year boiler guarantee until 30th June

## Until 30th June, every new oil-fired Greenstar boiler comes with a 5-year guarantee

“Quality, reliability and innovation – all are strongly associated with the Worcester brand,” added Martyn. “And while our products are often chosen because our call-out rates are so low, we know how important it is to give people additional peace of mind. That’s why we’re extending our guarantee offer until the end of June 2013 to give even more installers and their customers the opportunity to benefit.”

Check out the offer, which also applies to Worcester’s complete range of gas-fired Greenstar CDi boilers, at [www.worcester-bosch.co.uk/5year](http://www.worcester-bosch.co.uk/5year).

The next generation of Greenstar CDi boilers, including one of the smallest boilers on the market to offer premium efficiency levels, the Greenstar CDi Compact, will be unveiled on a double-decker stand at Ecobuild. This boiler joins the established Greenstar gas-fired boiler range, which last autumn was awarded 23 Which? Best Buy accreditations.

## An expanding range of domestic heating technologies

“We’re set to introduce a number of innovative technologies geared towards improving energy efficiency within the home,” said Martyn. “In recent years we’ve seen the demand for greener solutions increase as the UK strives to be more environmentally friendly. Ecobuild provides a great opportunity for installers and specifiers alike to familiarise themselves with our new and established ranges of high-efficiency heating and hot water technologies.”

New additions to the Greensource domestic heat pump range will be demonstrated on the stand.



Gain a first-hand account of products in action live on-stand at Ecobuild (N2330 and N2340)

# Exclusive insurance policies for OFTEC registered technicians



Combined Liability Insurance including **free** £1,000 tools insurance. £100,000 professional indemnity insurance and £100,000 financial loss cover



Workmanship Warranty Insurance including Deposit Protection Guarantee



Commercial Vehicle Insurance with up to **25% discount** available from leading insurers



Personal Accident and Sickness Insurance, guaranteed to beat your existing quote **by 10%**

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[www.oftecinsuranceservices.co.uk](http://www.oftecinsuranceservices.co.uk)  
for immediate cover



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OFTEC Insurance Services is a trading name of Trade Direct Insurance Services Limited. Authorised and regulated by the Financial Services Authority.

## Technical Topics

The following topics have recently been the subject of much discussion between installers and OFTEC's technical department (see also page 22)

### Making an exhibition of ourselves

OFTEC will be attending a number of regional trade shows in spring and autumn, giving installers the ideal chance to ask those burning technical and registration questions.

Attending any one of the events listed below will provide a great opportunity to find out about the very latest news and products, watch practical demonstrations and take part in seminars on topics such as Green Deal and the future of oil heating.

FREE copies of Oilsave marketing materials will also be available to all registered technicians. Additionally, Home Guides and other useful publications will be available to purchase.

Event	Location	Date
FPS Expo	Harrogate	17-18 April
PHEX (Plumbing and Heating Exhibition)	Wembley	30 April
	Doncaster	8 May
	Silverstone	21 May
	Bristol	18 June
Energy Efficiency Exhibitions (inc Renewable Roadshows)	Exeter	10 Sept
	Sandown Park	24 Sept
Energy Efficiency Bitesize Briefings	Belfast Aberdeen Cardiff Norwich	October TBC

### Control of pollution in Northern Ireland

Technicians operating within Northern Ireland should be aware of the second transitional requirement of the **Control of Pollution (Oil Storage) Regulations (Northern Ireland) 2010**, which came into effect on 20th March 2010. [www.legislation.gov.uk/nisr/2010/412/contents/made](http://www.legislation.gov.uk/nisr/2010/412/contents/made)



Bunding tanks is vitally important to protect waterways such as Lough Erne

The regulations require secondary containment (bunding) to be provided to any new or subsequently altered oil storage tank above a 200 litre capacity if non domestic or above 3500 litre, if domestic. Under the second transitional requirement, owners of existing single skin tanks located within 10 metres of any waterway or 50 metres of any well, spring or borehole are required to comply retrospectively by 20th March 2013.

Affected customers should be reminded of this requirement. If their oil storage does not comply, they are at risk of an Enforcement Notice being issued by the Northern Ireland Environment Agency.

The aforementioned regulations do not apply to the storage of oil on any farm, if the oil is used in connection with agriculture. The provision of secondary containment for such installations is enforced by The Control of Pollution (Silage, Slurry and Agricultural Fuel Oil) Regulations (Northern Ireland) 2003.

Further information can be found in the regional section of OFTEC Technical Book 3, available from OFTEC Direct 0845 65 85 080 or [www.oftecdirect.com](http://www.oftecdirect.com).

For more Irish News see pages 10 and 11.

### Tank strapping in flood risk areas

Following recent floods, numerous enquiries have been received as to the best method of securing oil storage tanks in areas liable to flooding.

Where a site is at risk of flooding, OFTEC recommends using a top outlet tank with restraining straps laid over and affixed securely to the tank's base. No pressure should be applied to the tank.

Tank strapping is merely to prevent undue movement and/or floatation, which could cause an oil supply line to rupture. OFTEC also recommends that before any strapping takes place, approval is sought from the tank manufacturer.

Consideration can also be given to elevating tanks in areas liable to flooding, bearing in mind maintenance access and filling.

Oil storage tank strapping can be purchased from OFTEC Direct at [www.oftecdirect.com](http://www.oftecdirect.com) or by calling 0845 65 85 080.



Tank strapping can assist in areas prone to flooding

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**Excelsior Twin Coil Tank** - 215 Litre Tank / 305 Litre Tank

### 3 Range Cooker

- Oil & Multifuel Central Heating / Dry Range Cooker.
- Large main oven with even heat distribution.
- SEDBUK band A internal condensing boiler.

### 4 Biomass Range

- Enviropel Wood Pellet Boiler.
- Bio-Tec Wood Gasification Boiler.



### 5 Multifuel Backboiler Inset Stove

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[www.firebirduk.co.uk](http://www.firebirduk.co.uk)

Working towards a greener planet

## Technical Topics

### Works notification in England, Wales, the Channel Islands and the Isle of Man

With a rise in oil boiler sales during Q4 2012 compared with the same period in 2011, OFTEC would like to remind registered technicians operating within the Channel Islands, England, Isle of Man and Wales that Local Authority Building Control must be notified of any oil installation and commissioning work (including replacement works).

It is important to remember that the installation and commissioning of an oil-fired appliance is identified as being two separate work items, both of which require notification to bring about completion of work. This means that installers who commission their own work must notify of both work items. Where the installation and commissioning work is undertaken by two separate technicians, each technician must notify of their own work.

Registered technicians should notify to OFTEC work that is performed within their scopes of registration within 21 days of completion; either online or by fax. For online notifications, technicians will require their username and password to gain access to the online work notification system at [www.ofteconline.com](http://www.ofteconline.com). For notifications by fax, a works notification fax back form must be completed. This form can be e-mailed or posted upon request by contacting the OFTEC registration department on 0845 65 85 080.

Further information on works notification in your region and how to notify can be found in OFTEC Technical Books 3 and 4.

### Spring competition

Can you answer the question posed below by the Institute of Domestic Heating and Environmental Engineers (IDHEE)?

*“You have calculated that a radiator in a particular room needs to emit 970 watts. The conversion factor related to the room temperature and system flow and return temperatures is 0.51.*

*Q. What is the minimum radiator output that should be selected from the catalogue to ensure 970 watts is delivered?”*

Email your answer to [jane@oilinstaller.co.uk](mailto:jane@oilinstaller.co.uk) by **Monday 8th April**. The winner will receive free entry to the IDHEE 2013 conference which takes place on Wednesday 29th May at Holywell Park, Loughborough University. Registration commences at 9am, all refreshments will be provided and the event finishes at 4.30pm with a hot fork buffet.

Meet the winner of the IDHEE competition in the Autumn 2012 issue on page 30.

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## Future training in domestic heating systems

With a whole host of heating options now available to the domestic customer – some backed by government incentives – how is the installer to keep up?

Watson Carlill, a director at Gloucester-based Future Renewable Energy, who spoke at last year's Oil & Renewable Energy Show, is concerned about the training/assessment costs which small to medium sized businesses working in plumbing & heating now face.

A plumbing/heating specialist wishing to offer customers services in oil, natural gas, LPG, solid fuel including biomass, solar thermal, solar PV, all types of heat pumps, Part P, rainwater harvesting and plumbing & sanitation, would need to sit a minimum of 29 examinations. Qualifying in all nine categories would take up to 46 days and cost an estimated £7000. In addition to this figure is the cost of compulsory registrations with trade bodies and competent person schemes. Plus, the majority of exams are valid for just 5 years.

To work with all these technologies in the domestic heating market is expensive in both time and money for a larger company, but for the installer who works alone, it is prohibitive. Can he/she compete?

Will your future be multi-discipline or singular? Oil Installer invites your opinions at [jane@oilinstaller.co.uk](mailto:jane@oilinstaller.co.uk).

## OFTEC assists with apprenticeship review in Ireland

The new Fás plumbing apprenticeship is currently being reviewed to ensure industry recognised courses are included as part of the curriculum. This will include oil, gas and solar modules, which will enable the apprentice to register with the relevant technical bodies on completion of their final certificate examination. [www.fas.ie](http://www.fas.ie)



OFTEC is represented on the curriculum review committee which will assist with the redesign of the apprenticeship program in Ireland. To share your views on the future of the plumbing and heating apprenticeship please contact [dblevings@ofec.org](mailto:dblevings@ofec.org)

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- LPG Generators
- Combustion Performance Analysis
- OFTEC Oil Assessment & Training (OFT 50, 101, 102, 201, 105e, 600a)
- Vented & Unvented Domestic Hot Water, Legionella & Water Regulations
- APHC Sanitation & Solid Fuel Courses
- Gas Supervisor Courses
- Electrical Part P
- City & Guilds Electrical Courses (eg: 2382, 2377, 2394 & 2395)
- Fire Alarm BS5839 and Security Lighting BS 5266
- Energy Efficiency
- Renewable Energy Courses
- Courses Designed for Specific Needs

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[www.xtraskills.com](http://www.xtraskills.com)

Training is not a prerequisite for assessment

## The full training package

Alongside courses on fossil fuels, renewable technologies and electrical safety, METAC is offering energy training to installers who are up skilling to meet customer requirements.

METAC is fully equipped to provide a large variety of energy installation and conservation courses. "We've a great deal to offer our candidates," says managing director, Dominic Dunne. "As the largest energy training provider in the region, we've a policy of selling training and not products. We've negotiated better prices with suppliers of equipment and insurance products, where the savings go directly to the candidate. This encourages candidates to have the correct equipment and insurance cover."

Oil and gas service engineer, Liam Delahunty who trained with METAC said: "The assessors were tough but fair. Their job was to ensure that on leaving the course, trainees had the ability to carry out work competently and safely...I would have no problem with recommending METAC courses to anyone."

[www.metac.ie](http://www.metac.ie)



Encouraging candidates to have the correct equipment and insurance cover, METAC's managing director, Dominic Dunne

## Value for money

Based at a large facility in the centre of Sittingbourne in Kent, Piper Assessment is well situated for oil installers based in London, the south/south east, northern home counties and East Anglia.

In addition to a range of OFTEC courses, Piper Assessment offers training and assessment in unvented hot water, water regulations, electrics and renewables.

"As our aim is to reduce cost production time, you can rest assured that you'll be getting not only a professional service in a relaxed atmosphere, but extremely good value for money," says the company's marketing executive, Elaine Oake.

[www.piperassessment.co.uk](http://www.piperassessment.co.uk)

## High achieving training

Petroc runs a range of courses for plumbing and heating in the oil, gas and renewable energy industries.

The Devon-based training and assessment centres at Barnstaple and Tiverton provide specialist workshops with the latest innovative equipment, including environmental technologies courses in solar hot water, heat pump systems and small scale domestic photovoltaic. The company has a proven track record of high achievements within these areas.

Email [shortcourses@petroc.ac.uk](mailto:shortcourses@petroc.ac.uk)

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## Multi-fuel from Firebird

Firebird has launched a new multi-fuel inset fire. Combining the attraction of a living focal point fire and a built-in back boiler unit to provide hot water for domestic heating, the stove boasts a high system efficiency of up to 81 % and is available in two models offering heat outputs of 12kW or 16kW.

The 12kW model delivers 3.6kW of space heating and 8.3 kW water heating whilst the 16kW model provides the same 3.6kW of room heating but has an increased water heating output of 12.1kW.

The multi-fuel fire is clean in operation, features air wash glass design, and is backed by a 5-year warranty and HETAS approval. [www.firebird.ie](http://www.firebird.ie)



An efficient, attractive heating solution for both new builds and replacement of existing standard back boiler units

## Which Green Deal route?

Whether looking at Green Deal finance for domestic customers or eco-funded for social housing projects, there are many different ways for installers to gain Green Deal installer accreditation and access finance.

Energie Solutions has been closely monitoring Green Deal developments for many months. The company's Green Deal service offers advice and assistance to small /medium sized contractors who wish to access the Green Deal pipeline in the most effective and time efficient manner. [nigel@energiesolutions.co.uk](mailto:nigel@energiesolutions.co.uk)



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## TOTAL BOILER SPARES

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1/2 - 18 gallon £3.50  
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## Products & Services

### A service designed for you

Designed specifically for registered technicians, OFTEC Insurance Services offers competitively priced rates for all your business insurance needs

#### Public liability insurance

A requirement for OFTEC registration, public liability insurance can also help protect your business and your livelihood. It covers you for any damages or compensation that someone may be awarded as a result of injury or damage to them or their property caused by you or your employees whilst you work at their premises. If you have a retail premises or people visit your home to consult on business matters, then public liability insurance also covers this.

#### Workmanship warranty scheme

New government regulations mean that it is now compulsory for registered technicians to provide a workmanship warranty for their customers. For

a one off annual fee of about £60 OFTEC Insurance Services can offer a workmanship warranty. Under the scheme any work you notify will be backed by a 6-year warranty. That means that if your business stops trading for any reason, the householder can claim up to £10,000 to cover the cost of rectifying any defective installation work.

#### Van insurance

Comparing prices from over 25 vehicle insurance providers, OFTEC Insurance Services can also arrange competitively priced van insurance.

Policies can also be tailored to include stock insurance, own plant insurance, hired-in plant insurance, contract works insurance and personal accident insurance.

**For an instant quote and/or to arrange immediate cover visit [www.oftecsuranceservices.co.uk](http://www.oftecsuranceservices.co.uk) or call 0845 520 1360.**

### Boxing clever at Anglo Nordic

Anglo Nordic is supplying its GP30 oil pump to the Kings Hall, Belfast – Northern Ireland's premier boxing venue.

The easy to install GP30, which delivers 30 litres of oil under pressure to heating appliances, is helping to keep boxers warm whilst sparring or shadow boxing.

Controlled by an internal pressure switch which only operates when fuel is required, the pump is also available in seven other flow rates up to 1500 litres an hour, and in single or twin pump versions, 240 or 415v.

With a 4m vertical suction lift and 20m vertical lift on discharge, the pump is also suitable for use with biofuels up to B35. [www.anglonordic.co.uk](http://www.anglonordic.co.uk)



The G30 oil transfer pump from Anglo Nordic

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## Filter advice from Riello

Oil supply contamination is very common and can cause operating problems and premature component failure reports Riello.

The company believes it is essential that supply lines are filtered and advises using a strainer at the tank outlet and a filter downstream to protect equipment. Filters should have a maximum filtration of 70 microns.

Filters and strainers need to be inspected at every service and cleaned or replaced as required. [www.rielloburners.co.uk](http://www.rielloburners.co.uk)

Riello's RDB oil burner



L-R In partnership: Reflex's managing director Volker Mauel with Altecnic's managing director Alan Sherwin

## Reflex partnership

Plumbing equipment supplier, Altecnic has signed an exclusive deal with German-based vessel manufacturer, Reflex Winkelmann GmbH, to distribute its range of nitrogen-filled expansion vessels in the UK.

Proven to last longer and perform more efficiently than traditional air-filled vessels, the range which includes models for heating, solar and cooling water circuits, will be rolled out to the UK domestic market over the next six months.

Altecnic's sealed system filling kit, Robokit, will soon be available with the Reflex vessel, prolonging the life of the kit and improving functionality. The kit will include a filling loop, safety relief valve complete with gauge, mounting bracket to suit up to 25 litre capacity and manifold fitting.



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# Cost comparison of heating options

Fuel source	kWh provided per unit of fuel	Efficiency of system (%)	Units consumed by house (kWh)	Price per unit of fuel (£)	Units consumed per annum	Cost per annum
Heating oil (kerosene)	10 per litre	90	25300	0.65 per litre	2530 litres	£1,644
Wood pellets	4800 per tonne	94	24300	298 per tonne	5 tonnes	£1,490
Natural gas	1 per kWh	90	25300	0.049 per kWh	25300 kWh	£1,240
LPG	6.6 per litre	90	25300	0.49 per litre	3833 litres	£1,878
Electricity	1 per kWh	100	23000	0.149 per kWh	23000 kWh	£3,427
*Air source heat pump	1 per kWh	290	7931	0.149 per kWh	7931kWh	£1,182
*Ground source heat pump	1 per kWh	360	6389	0.149 per kWh	6389kWh	£952
<b>Dual mode system 1</b>						
Oil boiler (30% of heat load)	10 per litre	90	7590	0.65 per litre	759 litres	£493
*Air source heat pump (70% of heat load)	1 per kWh	290	5552	0.149 per kWh	5552 kWh	£827
<b>Dual mode system 2</b>						
Gas boiler (30% of heat load)	1 per kWh	90	7590	0.049 per kWh	7590 kWh	£372
*Air source heat pump (70% of heat load)	1 per kWh	290	5552	0.149 per kWh	5552 kWh	£827

Based on 23,000kWh needed to meet typical household's heating and hot water needs per annum. Prices and costs are indicative only and may vary.  
 \*Calculations based on continuous operation at maximum efficiency. Fuel costs taken from Nottingham Energy Partnership.

The above data is produced by the Nottingham Energy Partnership (NEP), a charity owned social enterprise. About six years ago, a householder asked NEP whether it was cheaper or more sustainable to heat a caravan with butane, oil or biomass. With no level set of metrics with which to compare cost of delivered heat and annual CO2 emissions for these fuels, NEP devised its energy cost comparison tables. Every month since then NEP has been tracking and publishing energy costs across a range of fuels, particularly for the off-grid market. NEP watches market trends across the off-grid heating market and keeps an eye on improvements in technology and emerging funding regimes. [www.nottenergy.com](http://www.nottenergy.com)



## Recruitment opportunities at OFTEC:

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Apply by sending your CV and covering letter to: HR Dept, OFTEC, Foxwood House, Dodds Lane, Kesgrave, IP5 2QQ or email: [adrianlightwood@oftec.org](mailto:adrianlightwood@oftec.org)

For a full job description call 0845 65 85 080 Closing date 5.4.13

OFTEC is the Oil Firing Technical Association. OFTEC represents and promotes the domestic oil heating and cooking industry in the UK and the Republic of Ireland and is the provider of a Competent Persons Scheme. OFTEC's Registration Department sets and maintains standards of compliance via our rules for registration, on-site inspections and assessments.

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# A strategic framework for heat

Last March the Department for Energy and Climate Change (DECC) published *The Future of Heating: A strategic framework for low carbon heat in the UK*. In late December, an updated UK Renewable Energy Roadmap stressed that de-carbonising heat remains a key government priority.

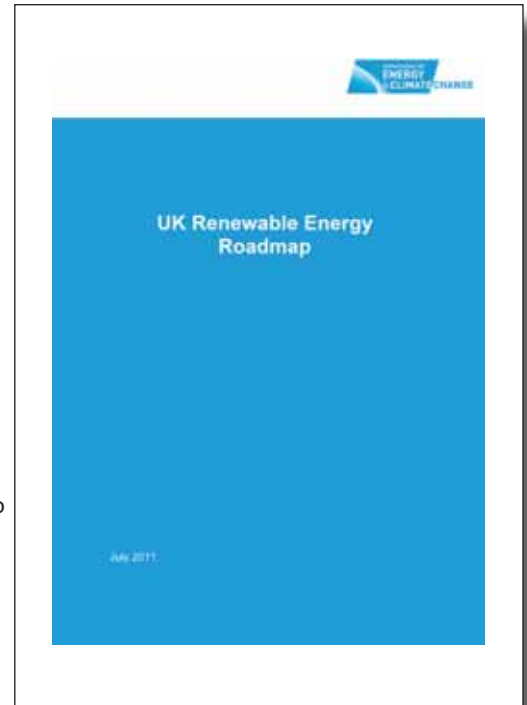
The updated roadmap sets out priority actions for renewable electricity, heat and transport and looks at the progress and changes in each sector.

It is intended that the domestic Renewable Heat Incentive (RHI) scheme will open to applicants in summer 2013. DECC is 'bringing forward the best approach to tackling RHI tariff reductions to provide greater financial certainty and investor confidence'. This is expected to be in place by April 2013 and will clearly set out in advance the circumstances under which tariff reductions could occur.

In response to the slow uptake under the current large-biomass RHI tariff, DECC has issued a call for evidence to verify the appropriate tariff level and modelling assumptions to provide a better understanding of uptake influence.

A heat policy options paper: *A strategic framework for heat*: is also due to be published in the near future.

[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/68637/7382-uk-renewable-energy](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/68637/7382-uk-renewable-energy)



## Pump action

The UK's largest ever heat pump retrofit programme took place in December, bringing the technology and a free heating upgrade to residents in 200 sheltered housing homes in Somerset.

The project was undertaken between social housing provider, Yarlington Housing Group, and Kensa Engineering, a Truro based manufacturer of ground source heat pumps.

Yarlington Housing Group successfully bid for funding from the government's Renewable Heat Premium Payment scheme, which was then supplemented further via Kensa's partnership with Scottish and Southern Energy.

The ground source heat pumps, which replaced night storage heaters, are taking heat stored in the garden using a 90m borehole. In addition to providing lower cost heating, each heat pump will reduce carbon emissions by around 60%.



## On the road with renewables and energy efficiency

2013 dates for the Renewables Roadshows, which this year will incorporate new energy efficiency exhibitions, are confirmed as follows:

10th September	South West – Westpoint Arena, Exeter
12th September	Midlands – Ricoh Arena, Coventry
17th September	North East – Metro Arena, Newcastle
19th September	Scotland – Highland Centre, Edinburgh
24th September	London & South-East – Sandown Park, Surrey
26th September	North West – Event City, Manchester

Event director Dan Caesar said, "As well as an unbeatable range of renewables, visitors can expect this year's showcase to be supplemented with energy efficient technologies, including insulation, glazing, low-energy lighting, controls, smart meters and high-efficiency heating solutions."

[www.energyefficiencyexhibitions.co.uk](http://www.energyefficiencyexhibitions.co.uk)

[www.renewables-roadshow.co.uk](http://www.renewables-roadshow.co.uk)

## Boost for bioenergy

Seven British entrepreneurs have been awarded a share of £292,000 to encourage innovation in bioenergy. The investment is part of the Department for Energy and Climate Change's £2 million three-phase wetlands biomass to bioenergy competition, launched last year.

Sustainably sourced bioenergy could contribute approximately 11% to the UK's total primary energy demand by 2020 according to the government's 2012 bioenergy strategy, but more investment is needed to drive further innovation in the sector.

The biomass to bioenergy scheme is aimed specifically at encouraging innovation in bioenergy production from wetland biomass, including harvesting and energy generation methods, and using plants already grown which would otherwise go to waste once harvested.

[www.decc.gov.uk/en/content/cms/meeting\\_energy/bioenergy/strategy/strategy.aspx](http://www.decc.gov.uk/en/content/cms/meeting_energy/bioenergy/strategy/strategy.aspx)

# Victory for Vincenzo



In the competition Vincenzo correctly identified the system which was most likely to have ongoing problems with air in radiators and at high points (page 30 Autumn 2012)

Congratulations to Vincenzo Furfaro of Alchemy Services, the winner of the IDHEE competition in the autumn 2012 issue of Oil Installer. Vincenzo, who provides services for both domestic oil and gas heating systems, started his advanced craftsman apprenticeship as a British Gas service engineer in 1977, becoming a service engineer technician in 1985. OFTEC and Gas Safe registered, Vincenzo has worked on oil systems for 20 years. He set up his specialist oil and gas heating company for customers in the Glastonbury area in 2006.

To enter the IDHEE competition in this issue, please turn to page 22.

# Is anything wrong?

OFTEC registered technician, Eamonn Burke is a keen spotter of dodgy tanks in the Galway area. With respect to this latest tank photograph he asks: "Can anybody spot what's wrong with this installation?"



# Witty suggestions



Thanks to the readers, who wish to remain anonymous, for their suggestions for a caption to accompany this photograph of OFTEC's Jeremy Hawksley and Jonathan Hibbert, A&D Publishing.

*"By Jove Jeremy – this biofuel tastes wonderful! No wonder you're promoting it so vigorously!"*

*"Do you really believe in bio Santa?"*

*"The future of oil heating – a bioliquid drink, a thermal cape and insulated gloves..."*

# Storage for oil, firewood, tree cuttings ...

I wonder if this customer thought "where's the best place to store my firewood and cuttings? I know, around the oil tank..." asked Simon Wake an independent oil boiler service/breakdown engineer in the Newbury area of Berkshire.

Simon said: "As part of a service I always check over the tank, changing the tank filter element when necessary.

As a keen photographer, Oil installer looks forward to receiving more photographs from Simon in the future. For more tank news see page 15.



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\* Performance data from [www.sedbuk.com](http://www.sedbuk.com)

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