

ECA Guidance Note 6: Data Management Policy and Procedures

Issued: January 2009

Background

This note provides information for manufacturers/suppliers to explain how data submitted to the Enhanced Capital Allowance (ECA) for energy saving technologies is managed and displayed on the energy technology list (ETL) via the ECA website. It details the overall responsibilities and benefits of participation, as well as giving details of the processes undertaken and timescales involved.

Manufacturer/Supplier Responsibilities

Manufacturers/Suppliers can alter their own data displayed on the ECA website. They are able to change/update their own contact details and a mechanism exists for them to notify the ECA Administrator of changes in their product details and of any products becoming obsolete.

Manufacturers/Suppliers enter their own product data as part of the initial application process and these details are checked as part of the listing assessment process.

Once listed, Manufacturers/Suppliers must keep their own data up to date and to participate in any data management exercises, as stated in the terms and conditions of the scheme which were signed up to at the time of their application for product listing.

Benefits of participation in data management activities

Manufacturers are encouraged to participate in the data management activities for the following reasons:

Correct contact/product details mean:

- **Potential purchasers are able to contact you;**
First impressions count, if your contact details are not current this could affect purchasers' ability to contact you. We need to keep your contact details up to date to enable purchasers to contact you rather than your competitor(s).
- **Keeping your product details up to date**
Failing to keep your product details up to date could give your competitors a competitive advantage. A purchaser might make a decision based upon the product details held by the ECA scheme and if your product details are not correct it might affect that sale.
- **Notification of changes to the ECA Scheme**
If we can not contact you we can not tell you about the important developments in the ECA Scheme. These changes could include; the addition/removal of a



technology / sub-technology category, amendments to standards, changes to performance thresholds and evidence required to make product application and meeting to discuss future changes related to the ETL criteria.

- **Processing of product applications**

If further information is requested, then a hard copy letter is sent to the applicant at their contact address, giving a 30 day deadline for provision of the necessary information. Failure to provide this information (for whatever reason) will result in the rejection of the application and a delay in the listing of your products.

Amending your data

- **A: Quarterly data cleaning exercise**

ETL manufacturers/suppliers have been divided into four on the basis of the total number of products on the ETPL and a quarter of the list contacted each quarter to participate in this exercise. Manufacturers/suppliers with a company name beginning A – C will be contacted in February, D – K in May, L – R in September and S – Z in December of each year.

Manufacturers/suppliers who have products on the ETPL are contacted once a year to confirm their correct contact details and details of their currently listed products. This allows them to confirm that their products are still current, to add any new information on their products which may help potential purchasers with their purchasing decisions and to ensure their contact details are up to date.

A letter of introduction will be sent to each manufacturer/supplier during the relevant quarter and they will be asked to assist in the data management exercise. They will then be contacted by telephone in the following weeks by one of the data cleaning team. A spreadsheet containing the data we hold will be provided to you highlighting where information is missing or looks to be inaccurate. Separate sheets will be provided for different technology areas and a separate sheet will also be provided for the contact details for the company.

Further information on the colour-coding system used to identify possible data issues is provided below. This spreadsheet system aims to help manufacturers to identify potential data issues, and should be particularly useful where manufacturers have a large number of listed products to check.



The **Colour-coding system** used to identify potential data issues is as follows:

- PINK cells indicate missing or invalid data - please can you update these cells with the correct data.
- YELLOW cells indicate data that seems inconsistent - please can you check cells and update them where appropriate.
- GREY cells contain product reference numbers - please do not change these cells.
- WHITE cells can also be updated if you spot an incorrect value in any record.

Once data has been corrected/confirmed by the manufacturer, then the data should be turned the following colours:

- If you make changes to a product record, please colour the cells you have changed GREEN. Please note that any changes made where cells have not been turned green will not be amended.
- Any products which are no longer sold should be coloured RED.
- If you confirm that any cells coloured YELLOW contain correct data (and no change is required), then please change these cells to BLUE to avoid them being flagged as inconsistent data in the future.

Using these colours ensures that the same issues are not flagged again in the next data management exercise to minimise inconvenience to manufacturers.

Note: it does not matter which shade of each colour is used when providing the amended data.

The manufacturer/supplier is then asked to confirm/amend the data provided and return the spreadsheet to the ECA Scheme using the colour-coding system as described above.

Once updated data has been received from manufacturers/suppliers, it is updated on the website by the ETL Administrator, assuming it has not changed the eligibility of the product for inclusion on the ETPL. Assuming a full set of information has been provided then updates will usually happen within two weeks of the data being provided. Omissions in data may result in this process taking longer so manufacturers are requested to provide **all** the missing data requested.

Note that changes to product names/model numbers may result in further details needing to be submitted to confirm that products/models are the same as those originally assessed. The addition of new products to the ETPL can not be done via the data management exercises and a new product application must be made by the manufacturer/sole supplier via the ECA website (www.eca.gov.uk/etl/partner/_login.htm) in the usual way.

If a manufacturer/supplier is not able to be contacted, then two attempts will be made by the data management team, including making reasonable attempts to locate the company via Companies House website and via search engines. After that time, they will not be contacted until the following years exercise and their data will be removed (unless updated directly by them via the website). That manufacturer will therefore potentially miss notifications of changes to the ECA scheme and potentially, removal of their own listed products.

Common Data Issues

Common issues, which are highlighted via the data management exercises are as follows:

- Product is not a single product but represents one or more different products or a whole range of products;
- Product name/model no is not a unique combination;
- Product details are missing;
- Product details are inaccurate;
- Product is a duplicate of another listing;
- Contact details are not up to date;
- Manufacturer is not the original manufacturer or sole UK supplier of the listed product.

• B: Manufacturer-led data changes

A manufacturer/supplier will sometimes want to make changes to their own data without being contacted by the ETL Administrator. A manufacturer is able to change contact details directly via the Partner area of the ECA website (www.eca.gov.uk/etl/partner/_login.htm) using their own login details. A manufacturer/supplier is not able however to be able to change details of existing listed products to protect the approved listing.

A link is however provided to email ECAQuestions@carbontrust.co.uk to notify the ECA team of changes to product names/details. In some cases, further information will be needed to confirm the changes in details do not affect the eligibility of the currently listed product.

• C: Ad hoc data cleaning exercises

The ECA Scheme will periodically contact currently listed manufacturers/suppliers with specific questions arising on the data displayed on their listed products. This may be as a result of an external enquiry about their product or as a result of an internal issue querying eligibility issues of a specific product.

Sometimes such contact will result in the amendment of data or, occasionally, in the removal of ineligible products from the ETPL.





Companies in Liquidation and Administration

If a manufacturer/supplier of listed products is found to have gone into liquidation (as stated on Companies House website), then the company details and product details will remain on the ETPL for a period of one year to allow for remaining products possibly being sold-on via supply chain to remain eligible for ECAs. After that time, if no contact can be established, the products will be marked as removed on the ETPL.

If a company who is the original manufacturer of equipment has been found to have gone into liquidation more than one year previously, then their products will be immediately marked as removed on the ETPL.

If the company in liquidation is the sole supplier of listed products and is found to have gone into liquidation, then we will contact the company to establish whether there are any new supplier details from the original manufacturer.

Any companies found to be in administration on Companies House website will remain on the ETPL although the contact details will be amended to those of the Administrators for the company.

Data Protection

The Carbon Trust ("CT") manages the ETL and promotes the ECA Scheme on behalf of government and is an independent, not-for-profit company set up by the government. The Carbon Trust is a data controller and operates in accordance with the UK Data Protection Act 1998.

The data you submit to the Carbon Trust for management and administration of the ETL and the marketing of the ECA Scheme is only used to manage and administrate the ETL and market the ECA scheme. If you do not want marketing literature to be sent to you please email ECAQuestions@carbontrust.co.uk call 0870 190 6236.

