

Delivering Energy Schemes against the clock.

UK Gov: Department for Business, Energy & Industrial Strategy 2022-2023

Client: Department for Business, Energy & Industrial Strategy (BEIS)
Project Name: Energy Support Schemes for Non-Domestic organisations
Type of Delivery: Alpha, Private Beta, Beta

Teams:
Design: Service Designer, User Researcher, Product Designer, Business Analysis, Product Owner, Data Architect, Delivery Manager.
BEIS Teams: Policy, Communications, Product, Ops Teams
Other suppliers: CRM design & build, Call centre operators, Mail room ops

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The UK government needed to swiftly design and launch several new services providing funds to organisations to support with the Energy Crisis. The ask was unusual in that we were being asked to design several services in a number of weeks rather than months. I designed 3 of those in record time.

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Designing and Delivering a non-domestic energy scheme (NDAFP)

- BEIS needed support **designing and delivering** a brand new service that allowed non-domestic users (organisations) who to apply for energy support payments.
- Initially aimed at a very specific specific type of organisation, the new service needed to enable those who qualified to apply online in order to receive the payments
- However, shifting policy meant the qualifying criteria changed twice during the course of the project, increasing the the number of services to be designed from one to three
- In addition, User Research revealed that many non commercial organisations had limited access to reliable internet networks, so an offline service journey was hastily added to the scope as well

Guidance

Apply for energy bill support for non-domestic properties

Apply for support towards energy bills for a non-domestic property which is not connected to the gas grid.

From: [Department for Energy Security and Net Zero](#) and [Department for Business, Energy & Industrial Strategy](#)

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