



TrustMark Lodgement Up-date

There are several inaccuracies between the ECO notified data and the TrustMark lodgement data.

To overcome this, Ofgem has worked with Trust Mark to produce some guidance around the lodgements on the data warehouse and identified those lodgements that are causing common errors. These are as follows:

Date of Completed Installation (DOCI) Mismatch

- Where there has been a delay in a business becoming TrustMark registered with the correct PAS measures, the following reason code is to be used SPD (Scheme Provider Delay). This code is to be used on any lodgement where the installation date is prior to the TrustMark registration date. Where the SPD code has been applied to a measure, Trustmark have updated the DOCI on the Data Warehouse to match Ofgems data.

Measure Type Mismatches

- Mismatch identification rules have been updated to improve alignment between the Ofgem and TrustMark measure type name. This change affects mainly Ofgem measure type names containing u-values and numbering with TrustMark's Data Warehouse now matching against the measure type and not the u-value. E.g., 'IWI_solid_1.7_0.55' was incorrectly being flagged as a mismatch when the TrustMark measure type is also a solid wall insulation measure.
- Some errors have been caused by incorrect measure types, e.g. CWI_0.040 submitted however CWI_0.027 lodged with TrustMark.
- the Unique Measure Reference numbers (UMRs) while valid are sometimes notified against the wrong measure

PAS Edition Mismatches

- The correct PAS edition must be selected, this is now present on screen to make it clearer

UMR Mismatches

- TrustMark have applied a font change to make it easier to distinguish between commonly mistaken characters and a 'copy UMR' button has been added to reduce typing errors.
- Within the data warehouse TrustMark have also provided a facility to download the details of lodgements into a CSV file.

TrustMark have up-dated their help and support site with some useful information:

<https://www.trustmark.org.uk/support/dw/general>

The fields listed below will be matched between Ofgem and TrustMark:

Ofgem Field	Trustmark Field
Trustmark Business Licence Number	businessLicenseNumber
Date of Completed Installation (DOCI)	Installation Date
Measure Type	ECO Measure Name
Installed In Accordance with PAS?	PasEdition
Trustmark Lodged Certificate ID	Lodged CertificateID
Trustmark Unique Measure Reference	TrustMark Unique Measure Reference

All measures require the following references:

- TrustMark Business Registration/Licence Number
- TrustMark Unique Reference Number for the job
- TrustMark Lodgement Certificate ID

These references must be listed on the submission notification when sent in.

Evidence of the lodgement must be provided within the installation paperwork:

- Lodgement summary on the data warehouse, this can either be in the form of screenshots or the pdf print function within the browser can be utilised, link to a blog [here](#).
- Further evidence can be provided in the form of the CSV file to avoid mistyping.