

Solar (PV) Policy

Scope of Policy

This policy sets out Platform Housing Group's (the Group) approach to management of the Group's portfolio of solar photovoltaic (PV) assets. All solar PV assets owned, managed, and maintained by the Group are in scope of this policy.

Applicability

The policy applies to all members of the Group.

1. Policy Statement

- 1.1 The Group own and operate a multi-site solar PV portfolio installed across the Group's assets. The Sustainability Team take overall responsibility and accountability for the management of all solar PV assets. Implementation of this policy will support delivery of the Group's strategic objectives towards net zero carbon transformation by 2050.
- 1.2 This policy defines how solar PV will be managed, establishing the necessary structures to exploit current and future opportunities such as income generation, and to minimise risks to assets and reputation. It provides the foundation to strategically develop the solar PV portfolio and optimise performance for the benefit of our customers, colleagues, and other stakeholders.
- 1.3 The guiding principles of the policy are:
 - People Matter – we provide guidance and support to our colleagues and customers.
 - One Team - we work together collaboratively with clear roles and responsibilities.
 - Be Brave - we innovate to develop the solar PV portfolio and identify opportunities to increase customer and business benefits.
 - Own It - we are clear on our vision for solar PV in the context of the Group Corporate Strategy and Sustainability Strategy, as a technology to reduce costs to our customers, reduce our carbon footprint, and achieve measured social and environmental value.

2. Context

- 2.1 The Group manages a varied and growing portfolio of solar PV assets. As of July 2024, almost 1,500 PV systems are installed across the housing stock. The Group's sustainability strategy aims for renewable energy assets to be effectively managed and optimised, with suitable infrastructure, monitoring, and maintenance regimes in

place. There is significant opportunity in the Group's asset portfolio for expansion of solar PV capacity in contribution towards zero carbon objectives. There is no zero-carbon housing without onsite renewable energy generation.

2.2 Feed-in Tariff

659 PV assets are registered for income via the government's Feed-in Tariff (FIT) scheme. The FIT scheme was designed by government to promote the uptake of renewable and low-carbon electricity generation. Administration of the scheme is split between Ofgem and FIT Licensees. Platform currently has four FIT Licensees: Good Energy, Arto, Eon, and Green Energy. The FIT scheme closed to new applicants from 1 April 2019.

2.3 Remote Monitoring

Best practice management of a multi-site solar PV portfolio is for all assets to be monitored with GSM metering (Global System for Mobile Communication). More than 600 of the Group's solar PV systems are currently monitored via two providers.

Effective monitoring of solar PV assets enables proactive maintenance and fault finding, ensures FIT income can be efficiently administered, and provides opportunities for additional income via export payments and trading schemes such as Renewable Energy Guarantees of Origin (REGO) certificates.

2.4 Standards

The Microgeneration Certification Scheme (MCS) certifies low-carbon products and installations used to produce electricity and heat from renewable sources, including solar PV. It is a mark of quality. Using an MCS certified installer demonstrates adherence to recognised industry standards, highlighting quality, competency, and compliance. All Platform Solar PV installations and maintenance activity will be completed by suitably trained and qualified MCS installers.

3. Aims and Objectives

3.1 This policy aims for continual improvement of the solar PV portfolio performance, to benefit both the Group and Platform customers.

3.2 The policy objective is to establish an effective and efficient management approach providing the foundation to develop the solar PV portfolio.

- To provide social value and alleviate fuel poverty by optimising energy generation for the benefit of Platform customers.
- To have a positive environmental impact, reducing carbon emissions by maintaining high standards and operational performance.
- To prosper from financial incentives connected to solar PV, ensuring all relevant income opportunities are explored, balancing costs against income.

- To expand the solar PV portfolio as a key element of the Group's zero carbon transformation.

4. Policy Outline

4.1 Through this policy we will maintain the solar PV portfolio to ensure optimal energy generation and social value.

- We will maintain all solar PV assets according to MCS or equivalent standards, ensuring consistently high performance, and optimal energy generation.
- Domestic solar PV systems will be scheduled for intermediate maintenance checks by an MCS certified contractor at a minimum frequency of every five years and a full maintenance check every ten years.
- Non-domestic solar PV systems will be scheduled for intermediate maintenance checks by an MCS certified contractor annually and a full maintenance check every two years.
- Energy generated from domestic solar PV systems will continue to be gifted to the household, lowering energy bills.
- Non-domestic solar PV systems are typically connected to landlord supplies at communal sites. Energy generation will continue to benefit customers through savings on landlord energy bills and subsequently lower service charges.

4.2 Through this policy we will monitor portfolio performance to ensure a positive environmental impact by reducing carbon emissions.

- We will monitor solar PV assets with remote GSM metering (Global System for Mobile Communication). Data analytics will be accessible for analysis via a solar specific, fit for purpose web dashboard.
- We will establish KPIs for monitoring and targeting of portfolio performance, quantifying energy generation, financial benefits, and carbon savings.
- Monitoring will be used to identify and fix maintenance issues proactively to ensure portfolio performance.
- Monitoring will support warranty claims where new solar PV assets are underperforming or faulty.
- Monitoring will support administration and automation of financial incentives such as the FIT, improving consistency of returns.
- Data collected via monitoring will be used to communicate customer benefits such as service charge savings generated by non-domestic solar PV assets.

4.3 This policy will support expansion of the Group's solar PV portfolio, increasing renewable energy generation capacity according to consistent standards and specification.

- We will install new solar PV assets according to MCS or equivalent standards, ensuring quality assured installations, consistently high performance, and optimal energy generation.

- We will adopt a consistent approach to elements of technical specifications, irrespective of the solar PV installation being retrofit or new build.
- The approach to sizing and design of new solar PV systems will be future focused, acknowledging the developing role of battery storage and electrification of heat and transport.
- An asset schedule detailing the location and supplementary information of all Platform's solar PV assets will be held in the organisations housing management database (Open Housing), regularly updated with new solar PV installations and other new additions or portfolio changes.

4.4 Through this policy we will structure the solar PV portfolio to take full advantage of all relevant opportunities for existing and future income generation.

- Maximising portfolio level income provides the foundation and business case for monitoring and maintaining all solar PV assets and developing renewable energy generation capacity.
- We will ensure appropriate portfolio monitoring is established to enable access to new income generation opportunities such as export payments and trading REGOs (Renewable Energy Guarantees of Origin).

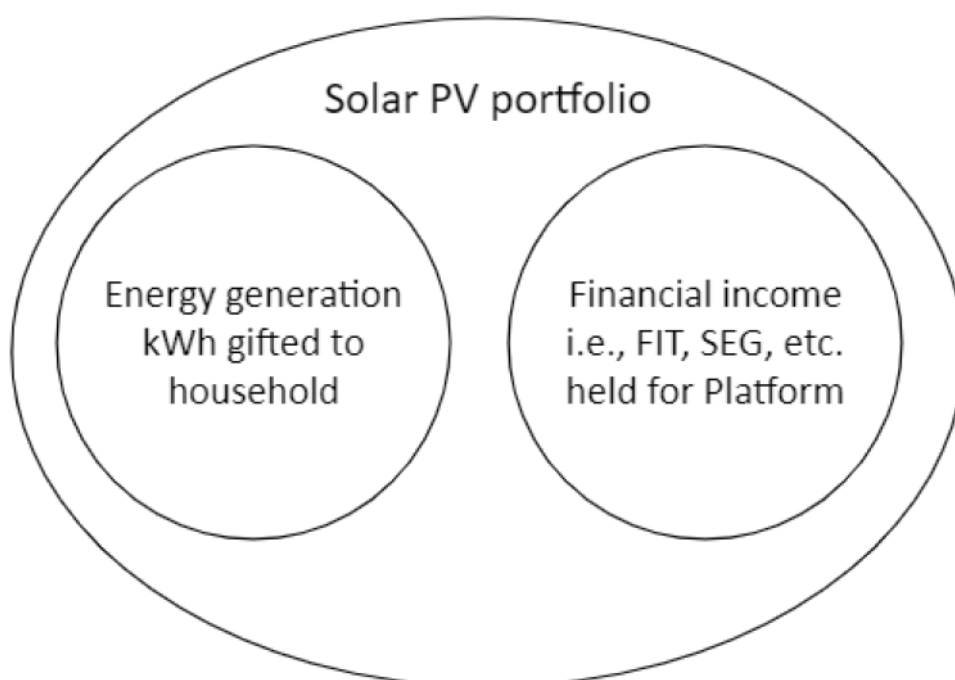


Figure 1; Boundary illustration between energy generation and financial income.

This policy clarifies the Group's approach to financial returns and customer benefits of solar PV. As illustrated in figure 1, an explicit boundary separates energy generation and financial income, dependent upon the terms of the customers' lease agreements.

- All energy generated by solar PV is gifted to the household to power the home (or to power landlord supply), saving money on energy bills and service charge.

- Any financial income, both now and future opportunity, is withheld by the Group for business use, such as maintenance and monitoring of solar PV.
- No entitlement will be given to enable customers to apply for Smart Export Guarantee, FIT payments, or any other financial income related to solar PV on the home.
- At transfer of ownership, such as Right to Buy, Right to Acquire, and Shared Ownership, all necessary documentation to enable the purchaser to access financial incentive schemes will be made available. The Group will take no responsibility for homeowner application to financial incentive schemes.

5. Equality and Diversity

- 5.1 We are committed to fairness and equality for all regardless of their colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, family circumstances or offending history, as referred to in our relevant Group policies. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly.

6. Complaints

- 6.1 We aim to meet the needs of our customers by providing an excellent service. However, it is acknowledged that occasionally things go wrong, and customers may wish to complain. Should the need arise to make a complaint, please refer to our Complaints, Comments and Compliments Policy.

7. Monitoring and Review

- 7.1 The next policy review is scheduled for August 2027.
- 7.2 Overall performance of this policy and the solar PV portfolio will be monitored and evaluated via a suite of KPIs to be created by the Sustainability Team.
- 7.3 Ongoing performance monitoring will be implemented by the Sustainability Team with quarterly review and annual reporting.

8. Associated Documents

- 8.1 List of documents - associated policies, procedures and publications:
- Sustainability Strategy
 - Asset Management Strategy
 - Corporate Strategy

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