ESOS Newsletter   **Issue 35   March 2025**

Welcome to the Energy Savings Opportunity Scheme (ESOS) newsletter, keeping you updated with key information relating to the scheme. In this issue:

Action Plan Submission Reminder

The deadline for submitting your Action Plan was extended to 5 March 2025 to allow more time for participants to gather the necessary information to create an Action Plan in MESOS and submit it. We are aware that this is the first time participants have been required to complete this compliance activity and that the new IT system and process of compliance is unfamiliar.

It is a legal requirement for organisations that qualify for ESOS to submit their action plan, by a set deadline, following submission of the notification of compliance.

We are currently receiving a very high number of emails through our IT helpdesk, and we will respond to you as quickly as possible. We aim to respond to all emails within ten working days, though we usually respond quicker than this. For any organisation who has already submitted an IT helpdesk query and are awaiting a response from us, then this email will be recorded and you will be able to complete the submission requirements after the 5 March 2025 deadline.

MESOS Guidance

Action Plan Initiation

In order to initiate and submit your action plan please follow the steps below:

- Login to MESOS
- Select the 'Account' Section
- Select your organisation account and press 'Start a new task'
- Click the green button under 'Phase 3 Action Plan' which says 'Start'

This will start the action plan workflow. Once the action plan is started you can access it as a task in your dashboard and submit this to the regulator once complete.

Activating another user in your MESOS Account

Once a new user has been added to an existing organisation account on MESOS, their user account must be activated by an existing Advanced User for that organisation account for them to gain full access to the service.

The existing Advanced User must log in to MESOS, select 'Accounts' at the top of the screen, and then select the relevant organisation account. They can then select the Users and Contacts tab where they will see all the users on that account. They must then change the Account status of the relevant user from Accepted to Active, and click Save.

Resetting two-factor authentication

In addition, within the Users and Contacts tab the Advanced user can reset the two-factor authentication of any other user (Advanced or Restricted) should the need arise. To carry out this action the Advanced User should click on the username of any of the other contacts, scroll down to the bottom and select 'Reset two-factor authentication'. An automated email will then be sent to the user who has had their 'two-factor authentication' reset allow them to rescan their QR code again and proceed to login.

Contact us

For any IT specific queries relating to the MESOS Reporting System, please contact our ESOS IT helpdesk.

If you have any queries relating to ESOS or if there is anything specific you would like to see in future ESOS newsletters, please consult the ESOS Guidance in the first instance or email our ESOS Technical Helpdesk.