

## ESOS Newsletter

Issue 25 July 2024

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

- ➔ Compliance Notification Enforcement Extension Position Statement
- ➔ MESOS Reporting System Update
- ➔ MESOS User Management
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### Compliance Notification Enforcement Extension Position Statement

For organisations qualifying for Phase 3 the deadline for submitting a compliance notification is the 5 June 2024.

The Environment Agency will not take enforcement action if you submit your notification of compliance by the 6 August 2024.

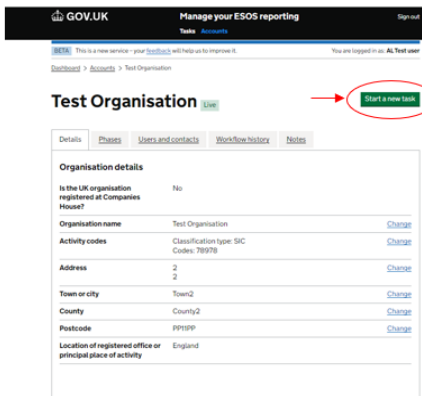
This regulatory enforcement extension period will cease after the 6 August 2024.

### MESOS Reporting System Update

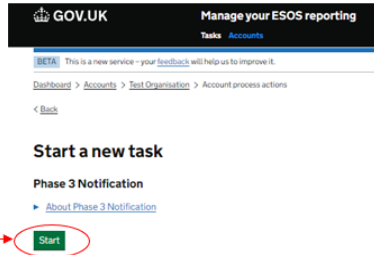
The Manage your Energy Savings Opportunity Scheme [reporting system](#) (MESOS) has now seen over 7,500 accounts successfully created to date, and around 4,500 notifications of compliance either completed or underway.

As a reminder, in order to submit your notification of compliance you must have registered an organisation account within the MESOS system.

In order to complete your notification of compliance please follow the steps below:

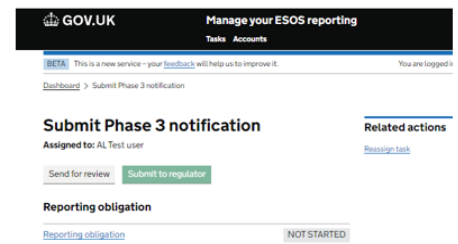


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- Login at <https://manage-energy-saving-opportunities-reporting.service.gov.uk/>
  - Select "Accounts" section.
  - Select your organisation account.
1. Click the Green button which says, "Start a new task".
  2. Then, on the next page, click "Start" button.
  3. This starts the notification workflow.
- Once the NOC is started, you can access it as a Task in the Dashboard.



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## MESOS User management

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.

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.

## MESOS Task management

Tasks can only be 'reassigned' to Advanced Users, and not to Restricted Users.  
Tasks can only be 'sent for review' to Restricted Users, and not to Advanced Users.

To reassign a task, users must go to the Dashboard and select the task. They must then click 'reassign task' on the right hand side of the screen, and select the user from the drop down menu, and click Confirm and complete. This will then transfer ownership of the task to another Advanced User. **You should note that if there are no other Advanced Users on the account then no names will appear in the drop-down menu.**

To send a task to a Restricted User for review, users must go to the Dashboard and select the task. They must then click 'Send for review' and select the user from the drop-down menu, read the information, and click Confirm and send. The Restricted User will then be able to amend and review the task before sending it back to the Advancer User. An advanced user cannot submit the notification of compliance if a task is with a restricted user. The restricted user must first reassign the task back to the advanced user. **You should note that if there are no Restricted Users on the account then no names will appear in the drop-down menu.**

## Contact us

For any IT specific queries relating to the MESOS Reporting System, please contact our new IT helpdesk at [esos-it@environment-agency.gov.uk](mailto:esos-it@environment-agency.gov.uk) .

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 [esos@environment-agency.gov.uk](mailto:esos@environment-agency.gov.uk) .

Please also find a [link to the recording](#) from the ESOS Phase 3 webinars on Wednesday 24<sup>th</sup> April. Please note that this is for presentational purposes only and participants should refer to the [ESOS legislation](#) for full compliance information.