



RISE

Retrofit information,
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Warm Homes: ABS webinar

Webinar briefings WHLG - ABS


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Introduction

The below provides a summary of eligible questions which were asked during a webinar briefing carried out in May 2025 on Automated Batch System (ABS). The webinar and these questions both relate to the scheme's ABS and answers have been provided by the Department for Energy Security and Net Zero (DESNZ).

The last update was on June 2nd 2025.

Access and Timescales

What is the estimated turnaround time for batch approvals?

Batch submissions will be reviewed by your Project Support Officer (PSO) within 1 working day. Grant Recipients are required to rectify any issues with their batch submission within 3 working days of being notified by their PSO.

Is the ABS login integrated with the GOV.UK 'One Login' used for submitting ECO declarations?

No, the ABS is not integrated with the GOV.UK 'One Login' used for ECO declarations. It is a standalone portal for Grant Recipients.

Batch Upload


Can you advise on what the best approach to submitting batches is? e.g. should we cluster homes by installer? Further, is there an optimal number of homes for a batch?

There is not a 'best approach' for submitting batches, as the 74 projects come in all shapes and sizes, and will have varying methods that suit their bespoke delivery models. GR may choose any method that is convenient for the project to submit and deliver batches (such as batches by installer, by local area, or by consortium members), and can try different approaches during the delivery period to see what works best. There is no upper limit on the number of homes per batch—however, a minimum of one home per batch is required for submission.

How do you include RSL infills on the batch system?

Social Housing (in-fill) is an available tenure option on the ABS. Social housing may only be treated using Warm Homes: Local Grant funding for 'infill' purposes to support area-based upgrades (please see the WH:LG guidance for further details). Social housing must not exceed 10% of homes upgraded during a project and clear justification must be provided as to its inclusion. GRs will have an option at the tenure type page to include social housing properties, and GRs will be responsible for ensuring that this is a genuine case of 'in-fill' and retaining the evidence of 'in-fill' in case of audit.

If the batch reference number can't be an address, can it include a number and postcode?



The batch reference number can be any combination of numbers and symbols that is convenient and acceptable for GRs. However, we encourage GRs to ensure that reference numbers are sensible and to protect sensitive information about the household, e.g. by only referencing the postcode or street name, rather than the specific house number.

Will there be a way to download copies of submitted batch details for our records?

Not directly - GRs will be able to use their browser's print functionality, or cut and paste the content into Word, but downloading data from the portal is not possible.

Would a batch flag red if the VfM limits were exceeded in a batch? Will this prevent submission of the batch?

The ABS will provide an amber warning flag if a cost cap has been exceeded across the project to date as a result of the current batch. This will not prevent GRs from submitting the batch nor stop the batch from being approved, as these rules must only be met by project closure. These amber warnings have been included in the ABS to help GRs track in real time how they are performing against these rules, and to flag when a GR is exceeding them for awareness.

Will you allow leads to set up additional users in the GR portal? As our lead won't necessarily be the one submitting the batch.

Additional users can only be added to the GR Portal by DESNZ or our Delivery Partner. Requests for additional users that sit within the Grant Recipient organisation can be made by emailing whlg@energysecurity.gov.uk.

Batch editing

If a batch is approved with measures at a certain cost quoted at the time, but when it gets to install stage, the costs change because of an unforeseen issue, how do we get approval for those cost changes?

Once a batch has been approved, the Department will release the relevant funding, drawing down against the funding agreed upon in the MoU and Grant Agreement. If the installation costs change after the batch has been approved, you must update the costs in the ABS by 'editing' the batch and then submit this for re-approval. The cost difference in funding received will be balanced out via future payments for future batches.

Is there a need to submit a batch amendment form, can you edit the batch?

WH:LG does not have a batch amendment form. You can edit an approved batch simply by clicking 'Edit' in the system, making the necessary changes, providing an explanation for the changes, and submitting the batch for re-approval.

Can all staff see and edit batches created by others on the grant portal?

Yes, GRs and CMs can add multiple log-ins for the same account, and these users will have the same view.

Communications

In the event of a query, who do we contact regarding the ABS system?

Initially Grant Recipients need to email whlg@energysecurity.gov.uk. Queries will be triaged and escalated internally depending on the nature of the query.



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