

SPOC - Northmore Gordon

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SPOC

SPOC stands for Single Point of Contact. In the context of energy and carbon projects, a SPOC is the designated individual responsible for coordinating communication, decision-making and evidence management across a project team. Assigning a clear SPOC reduces delays, prevents conflicting instructions and ensures accountability. For complex engagements involving facility teams, installers, advisers and finance departments, the SPOC maintains version control of project documentation, tracks deadlines and escalates unresolved issues. We recommend appointing one SPOC early to coordinate the evidence file and assign ownership for each missing item, reducing the chance that a technically sound project loses funding or certification opportunities due to information gaps or miscommunication.

Related guidance

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Scope 1, 2 and 3 emissions

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Government schemes

Certificate trading

Measurement and verification

What does SPOC stand for?

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Why is appointing a SPOC important in energy project delivery?

A SPOC ensures clear accountability and streamlined decision-making throughout a project's lifecycle. Without a designated point of contact, responsibility becomes diffused across multiple stakeholders, creating gaps in communication, inconsistent documentation and missed deadlines. The SPOC bridges the facility team, installer, adviser and finance functions, maintaining a single version of project records and tracking evidence collection. This is particularly important in energy-efficiency projects where measurement and verification timing, baseline establishment and certificate eligibility depend on coordinating multiple parties. Our six-stage delivery approach—Assess, Build the Case, Capture Value,

Deliver, Procure and Perform—requires consistent handoff of information between stages; a SPOC ensures that boundary definitions, assumptions and decision ownership travel intact.

What responsibilities does a SPOC typically hold in an energy or carbon project?

A SPOC coordinates evidence collection, maintains version control of documentation, assigns ownership for unresolved items and communicates progress across the project team. Specific responsibilities include tracking key dates (feasibility approval, purchase commitments, installation, commissioning), documenting the chronology of studies and applications, ensuring data is preserved in agreed-upon formats and managing access through a confidential communication channel. The SPOC also escalates blockers, updates the action register and maintains the project file—the central repository for answers to assessment questions. In our delivery framework, the SPOC ensures that baseline definitions, measurement boundaries and decision-owner approvals remain consistent as the project progresses through stages, reducing the risk of costly rework or missed certification windows.

How does a SPOC support measurement and verification planning?

Early measurement and verification planning is critical to capturing credible savings evidence, and a SPOC ensures that planning happens before installation rather than after. The SPOC coordinates the establishment of baseline conditions, specifies measurement boundaries and data-collection responsibilities, and confirms that instrumentation and intervals match the operating decision. A SPOC also ensures that the pre-project baseline measurement is deemed appropriate by an M&V professional and documented in writing before implementation. By maintaining a single point of coordination, the SPOC prevents the common mistake of leaving measurement planning until immediately before installation, which can make the intended analysis impossible. We emphasise that the SPOC should be appointed early and given authority to enforce data-readiness requirements and measurement schedules.

What role does a SPOC play in managing funding and certificate eligibility?

A SPOC tracks multiple funding streams—grants, certificates, finance and internal capital—and maintains a separate record for each. This prevents overlapping or contradictory support claims and ensures that the project file documents the exact programme, round, application status and conditions for each source. The SPOC verifies that funding timing aligns with project stages; for example, ACCU projects have specific newness and investment-commitment requirements that depend on precise dating. By centralising eligibility evidence and tracking progress from discovery to payment, the SPOC reduces the risk that a project loses a funding opportunity due to missed deadlines, conflicting programme conditions or incomplete evidence. We recommend that the SPOC use a funding-status register distinguishing discovered, assessed, applied, conditionally approved, approved and paid contributions.

How should a SPOC maintain project documentation?

A SPOC should establish version control and use a private, agreed-upon communication channel for sharing supporting business records. This includes maintaining dated versions of the project brief, investment case, measurement plan, baseline calculations and any studies or applications. The SPOC records the chronology of key events—feasibility approval, final investment decision, purchase commitments, installation and commissioning—using actual dates rather than single labels like 'project started.' For measurement and verification, the SPOC preserves original observations alongside any corrected analysis dataset and ensures that timestamps, units, corrections and source records are retained. We advise that the SPOC assign each missing item an owner and a deadline, and keep a consolidated project file that travels through the Assess, Build the Case, Capture Value, Deliver, Procure and Perform stages intact.

Can a single person hold multiple roles in addition to being a SPOC?

Yes, in smaller organisations one person can serve as both SPOC and hold other roles such as management sponsor, site energy owner, operations representative or data owner. However, responsibility should remain explicit regardless of how roles are consolidated. The SPOC function itself—coordinating evidence, maintaining documentation and tracking deadlines—is distinct from the decision-making roles such as approving capital expenditure or capital commitments. Even in a small business, clarity about who holds the SPOC responsibility ensures that nothing falls through gaps. We recommend assigning the SPOC role early and giving that person sufficient authority to enforce documentation standards, track progress and escalate blockers across the facility team, installer, adviser and finance functions.

What happens if a project lacks a clearly designated SPOC?

Without a SPOC, responsibility becomes diffused and common problems arise: evidence is collected inconsistently or too late; project assumptions and decisions are not documented; deadlines for funding applications or measurement planning are missed; the chronology of events is unclear, complicating eligibility assessment; and multiple stakeholders give conflicting instructions to installers or data collectors. These gaps delay projects, increase costs and can eliminate access to grants, certificates or other funding. For energy-efficiency projects where measurement and verification timing is critical and certificate schemes have specific newness and evidence requirements, the absence of a SPOC often results in lost funding opportunities that cannot be recovered. Our emphasis on appointing a SPOC early and giving them responsibility to coordinate the evidence file reflects the real cost of poor coordination in energy and carbon projects.