

## **ECO & Flexible eligibility - Information sheet**

*to be retained by applicant household*

### **Energy Company Obligation**

Qualifying householders can access funding to provide home heating and insulation upgrades through the Government Energy Company Obligation (ECO) scheme.

The Energy Company Obligation (ECO) is a requirement placed upon energy companies to help improve the domestic energy efficiency of low-income homes and is administered by Ofgem on behalf of the Department for Energy, Business & Industrial Strategy (BEIS).



### **Flexible Eligibility**

Flexible eligibility is designed to allow Councils to set criteria to assist those who would fall outside of the normal ECO eligibility criteria (health or income related benefits, known as the Affordable Warmth criteria) but who may still need financial assistance to make heating their home more affordable. If you currently claim benefits you do not need to apply to this scheme but directly to a participating energy supplier or installer highlighted on the webpage below.

Leicestershire County Council's (LCC) Warm Homes service has published eligibility criteria for residents living in the county, set out in a Statement of Intent document published online. Eligibility is dependent on a combination of factors such as income, household size, health & wellbeing and household energy efficiency. Please note that the measures offered may vary by supplier/installer and are subject to survey. ECO is designed to support low income and high energy cost households. Households that do not qualify are directed to consider private quotations.

### **Applications**

#### **What is Leicestershire County Council's role?**

Your chosen installer will provide us with your completed application. LCC's role is to confirm if a household meets the eligibility criteria as set out in the Statement of Intent and will issue eligible applications with a declaration. In most cases this will be sent directly to the installer supporting your application who will then contact you to progress to installation. The installer uses the declaration to claim back the installation costs from an energy suppliers' ECO funds. If you have not yet approached a participating installer we will provide a list of the participating installers from which you are free to approach any installer(s) of your choice who will provide and complete an application form with you and return it to us. We may contact applicant households to confirm circumstances or request supporting evidence.

#### **What is your role? (The Householder)**

All householders accepting the installation of energy efficiency improvements to their homes are responsible for instructing/hiring the installer and must carry out their own checks on the installation company. Checks you should carry out:

- Check if you need planning permission or building regulations approval: Certain types of insulation such as external wall insulation might need planning permission and building regulations approval and as the homeowner it will be your responsibility to apply for this.

- Check if the installer is a member of a competent person scheme related to electrics or insulation work, like the NICEIC, CIGA or Stroma schemes. If they are then they will be able to self-certify their work, rather than needing to get building regulations approval from your local council.
- Check they are Gas Safe registered. By law all engineers installing gas boilers must be on the Gas Safe Register.
- Check if they provide any warranties on the installation.

Your installer will explain their own terms and conditions and confirm if any household contribution is required prior to proceeding with any work.

### **What to do if you're not happy with an installation?**

Initial complaints about an installation should firstly be made to the company who installed the measure, but if problems persist you should contact [Citizens Advice Consumer Services](#) for free impartial advice on 0808 223 1133.

### **Further Information**

The applicant and installer(s) are responsible for any agreement entered for the installation of measures and in ensuring the consent and permissions of the homeowner and/or landlord have been obtained prior to installation.

Any personal data you provide will be processed in accordance with current data protection laws. It will be stored and provided to Leicestershire County Council by participating installers. The data will be used by Leicestershire County Council only for the purpose of assessing eligibility for support through this scheme as highlighted in the fair processing notice available online at: [www.leicestershire.gov.uk/about-the-council/data-protection-and-privacy](http://www.leicestershire.gov.uk/about-the-council/data-protection-and-privacy)

For more information about the Flexible Eligibility scheme and ECO funding please visit the Warm Homes webpages on the First Contact Plus advice and signposting service website. A list of the participating energy suppliers/installers and measures they offer can also be accessed from here: [www.firstcontactplus.org.uk/our-services/your-home/warm-homes/eco](http://www.firstcontactplus.org.uk/our-services/your-home/warm-homes/eco)

First Contact Plus and Warm Homes are services are operated by Leicestershire County Council's Public Health department.

Email: [warmhomesecoflex@leics.gov.uk](mailto:warmhomesecoflex@leics.gov.uk) Telephone First Contact Plus: 0116 305 4286.

Warm Homes  
Public Health G58  
Leicestershire County Council  
County Hall  
Glenfield  
LE3 8TB

### Disclaimer:

By contacting one of the companies on the contractor list you are deemed to have accepted the following disclaimer:

The ECO Flexible eligibility scheme or 'ECO Flex' enables qualifying householders to access funding to replace broken heating or improve home insulation through the government's ECO (Energy Company Obligation) Help to Heat scheme. The involvement of the contractors on the ECO Flex Contractors List should not be understood to be an endorsement by Leicestershire County Council of any company or individual or their services including but not limited to their competence or ability or suitability to carry out any work at your property.

Leicestershire County Council is providing this scheme for the benefit of individuals in Leicestershire. Whilst Leicestershire County Council requires that any contractor wishing to be included on the ECO Flex Contractor List holds the PAS 2030:2017 certification and any subsequent future iteration required to deliver ECO funded measures it has not checked that the contractor does in fact hold that certification furthermore it has not carried out any other checks on the contractor. Leicestershire County Council has no control over these contractors and as such, any link to a contractor or their website does not imply that Leicestershire County Council endorses, approves or recommends any listed contractor nor the content, goods and/or services provided by such contractor and/or their websites nor any work listed on the contractor list.

Except for death and personal injury resulting from Leicestershire County Council's negligence, Leicestershire County Council exclude to the fullest extent that is lawfully permitted any liability whatsoever, arising from or in connection with the use of the ECO Flex scheme, for any claim, loss, damage, injury, death, or consequential loss or other, whether arising directly or indirectly. As the user of the ECO Flex scheme you assume full responsibility and understand and agree that by doing so neither Leicestershire County Council nor their employees are responsible, or liable, for any claim, loss or damage arising from its use.

It should be noted that the final decision on whether any individual household will benefit from energy saving improvements rests with obligated energy suppliers or their contractors. Inclusion in a Declaration of Eligibility issued by the Council to a supplier/installer will not guarantee installation of measures. The final decision will depend on:  
identification of measures eligible under Help to Heat  
the supplier's assessment of the cost-effectiveness of installing measures in relation to achieving its obligation, and  
whether the supplier has achieved their targets or require further measures to meet their Energy Company Obligation targets.

This disclaimer is governed by and shall be construed in accordance with the laws of England and Wales.