



## ECO4 - Guidance for Applicants

The ECO4 scheme is operated by private companies, and funding for the improvements will be awarded by the energy companies. Cyngor Gwynedd has limited involvement and is not responsible for funding. The funding is only available to private owners and tenants who rent privately and is registered through Rent Smart Wales. [Welcome to Rent Smart Wales - Rent Smart Wales \(gov.wales\)](https://www.gov.wales)

Under ECO4 obligated energy suppliers are legally required to help reduce heating costs for low income and vulnerable households by delivering energy efficiency and heating measures. 'ECO4 Flexible Eligibility' (ECO4 Flex) is a household referral mechanism within the wider ECO4 Scheme. Councils can voluntarily participate in ECO4 Flex to identify eligible households that are not in receipt of a means tested benefit (the ECO4 scheme's standard approach to fulfilling eligibility) but meet the eligibility criteria; this is in accordance with the Council's ECO4 Flex Statement of Intent.

The Council is not responsible for sourcing ECO4 scheme funding or arranging the installation of any measures. Cyngor Gwynedd has the responsibility of determining who will qualify for ECO4 Flex in the County. This will be established based on the information supplied in the application form together with the supporting evidence.

Cyngor Gwynedd has published a Statement of Intent which allows this scheme to be carried out in Gwynedd:

<https://www.gwynedd.llyw.cymru/en/Council/Strategies-and-policies/Housing/ECO.aspx>

### **Eligibility Criteria**

To qualify, properties must be an occupied private domestic premises (either owner-occupied homes or private rented sector homes). Both the property and the household must adhere to at least one of the three available routes outlined below (Definitions: EPC = Energy Performance Certificate, SAP = Standard Assessment Procedure):

**Route 1** – Low Income EPC/SAP bands D-G owner-occupied households and private rented sector E-G households with a TOTAL gross annual income from ALL sources less than £31,000. This cap applies irrespective of the property size, composition, or region. This is the combined whole household income, including every person 18+ years living at that address, such as lodgers and elderly relatives, etc.

**Route 2** – Proxy Targeting EPC/SAP bands E-G for owner-occupied households and private rented sector households that meet a combination of two of the following proxies:

**Proxy 1)** Homes in Welsh provision LSOA 1-3 on the Welsh Index of Multiple Deprivation 2019 (LSOAs Peblig (Caernarfon), Cadnant (Gwynedd), Bowydd a Rhiw, Marchog 2, Marchog 1, Talysarn).

**Proxy 2)** Householders receiving a Council Tax rebate (rebates based on low income only).

**Proxy 3)** Householders vulnerable to living in a cold home as identified in the National Institute for Health and Care Excellence (NICE) Guidance. Only one from the list can be used, excludes the proxy 'low income'.

**Proxy 4)** A householder receiving free school meals due to low-income.

**Proxy 6)** A household referred to the LA for support by their energy supplier or Citizen's Advice, because they have been identified as struggling to pay their electricity and gas bills.

**\* Note proxies 1 and 3 cannot be used together.**

**\* Note proxy 5 is unavailable. Cyngor Gwynedd does not run a scheme that meets these criteria.**



**Route 3** – NHS Referrals EPC/SAP bands D-G owner-occupied households and private rented sector E-G households that have been identified by either a person registered in the General Practitioner Register, a Welsh Health Board, an NHS Foundation Trust, or an NHS Trust as vulnerable, with an occupant whose health conditions may be impacted further by living in a cold home. These health conditions may be cardiovascular, respiratory, immunosuppressed, or limited mobility related (please refer to the NHS referral letter template on our webpage here:

[Microsoft Word - nhs-healthcare-professional-letter-template-for-eco4-flex.docx \(llyw.cymru\)](#)

### **What kind of measures are offered through the scheme?**

The energy efficiency measures that are permitted to be installed in a qualifying household will be determined by the installing company and must be within the remit of the overall scheme. Examples of the measures that can be installed include solid wall insulation, cavity wall insulation, room in roof insulation, loft insulation, flat roof insulation, electric storage heater upgrade, first time central heating to air source heat pump, boiler upgrade from oil, LPG and solid fuel to air source heat pump, and solar photovoltaic panels.

ECO4 will target the least energy efficient properties (D, E, F & G), however the expectation is that there will be a focus on E, F and G rated properties. The scheme is likely to encourage a multi-measured approach, due to the requirement to upgrade properties by at least 2 EPC/SAP bands (or to at least an EPC/SAP rating of C in the case of eligible EPC D properties). This is the minimum requirements (MR) principle of the scheme and will be decided by the installer. Where funding is available, eligible households are therefore likely to receive multiple measures where it is both possible and cost-effective to do so.

### **Is funding always available?**

Eligibility for ECO4 Flex does not guarantee that funding is available. The availability of funding and the amount of funding available is determined by the installers and their funders. Decisions by energy suppliers and installers on whether to install a measure may depend on a) the survey carried out by suppliers, or their agents/contractors and installation costs calculated; b) the energy savings that can be achieved for a property; c) whether suppliers have achieved, or are close to achieving their targets; and d) other commercial consideration. Whilst some measures being funded by ECO will be free to the householder, others may be partially funded and will require a contribution from the householder or agent in order to be delivered. Any financial or contractual arrangement relating to the installation of a specific measure, home survey or service shall be at the discretion of the homeowner or occupier to accept or decline as they choose. The Council will not be a party to any such arrangements; this shall solely be between the householder and any third party of their choice on the Council's list of approved ECO4 Flex providers/installers.

### **Steps Involved- How to apply-**

- Households wishing to apply for ECO4 Flex funding should contact one of Cyngor Gwynedd's approved ECO4 Flex providers/installers (listed below) who will facilitate the application process. The Council does not accept applications directly from households. Please note that the Council does not endorse any specific energy supplier, grant agent, installer or company connected to the application or installation of ECO4 scheme grants or products.



### Here is the Contractor list that has gone through Cyngor Gwynedd Procurement process

- **Menai Heating: 01248 421044 (ECO 4)**
- **City Energy: 02920 499 183 (ECO 4) Inc co-operation with CES (Consumer Energy Solutions)**
- **Baxter Kelly : 01352 860499 (ECO 4)**

Cyngor Gwynedd is not working with and does not endorse the quality of workmanship of ECO4 installers/contractors who should be Trustmark registered (Trustmark General Enquiries: 0333 555 1234). However, the Council's Energy Team manage a framework of approved ECO4 Flex providers/installers, allowing providers/installers to make direct referrals into the scheme for eligibility checks and the signing of declarations by the Local Authority (where qualifying). The Council does not accept referrals from lead generators or third parties.

(The onboarding for Eco4 Flex Cyngor Gwynedd has closed)

### Lead Generators/Third Party Organisations

Lead generators/third parties may be working in partnership with or on behalf of any one of the Council's approved ECO4 Flex providers/installers to generate applications by residents. These organisations are not included in our approved framework of providers/installers, and we will therefore not accept applications directly from them. They may also advertise the scheme through their marketing channels (e.g., social media platforms, mailshots, etc.). If you engage with such an organisation to complete an application, then that organisation must inform you which one of the Council's approved providers/installers it is representing. Please be aware that if you complete an application through a lead generator/third party, that organisation will share your application (and therefore share your information/personal details) with the approved provider/installer before it is submitted to the Council for validation.

Lead generators/third parties are **not permitted** to use the Council logo to market the ECO4 scheme.

### No Liabilities

Cyngor Gwynedd accepts no responsibility or liability resulting from any negative consequence, damage or loss arising from works connected to the ECO4 Flex scheme and the installer/provider. This includes efforts connected with the preparation of the application or survey prior to installation of works. Disputes In the event of a dispute arising, the Council will not partake in any resolution. The Council's involvement in the ECO4 Flex scheme is limited to the declaration of household eligibility for ECO4 funding only. Any grievance or issue raised against works, or the application process related to the ECO4 Flex scheme, should be taken up with the installing party/agent/financier. Should you need to be satisfied with the quality of the installation then you must rely upon your own independent specialist. Should any works go ahead under the scheme, then the contract of agreement is between the householder/applicant and the company in question (not with the Council).

Responsibility for the installations lies with the installer (for installation faults within a specified time) and the manufacturer (for faulty products within the warranty period). Maintaining service schedules for installed measures is the responsibility of the owner/occupier and not the installing company. If you have any questions about the installation or workmanship, then please contact the ECO4 Flex provider/installer in question. If you



are concerned about the conduct of the surveyor or your rights as a consumer, then please telephone the Citizens Advice Consumer Service helpline: 0808 223 1133 for an English-speaking advisor or 0808 223 1144 for a Welsh-speaking advisor. If you are concerned about the quality of the work carried out by an installer then please contact Trustmark on the telephone number 0333 555 1234, or in writing to Trustmark (2005) Limited, Arena Business Centre, The Square, Basing View, Basingstoke, RG21 4EB, or visit the Trustmark webpage <https://www.trustmark.org.uk/contact-us> Ofgem has a webpage outlining steps that may help you resolve complaints about an energy efficiency measure installed under ECO in your home. Please visit <https://www.ofgem.gov.uk/eco4-complaints-process> to read more about the process.

### **Privacy Notice**

For a household to apply for potential funding under the ECO4 Flex scheme, personal data will need to be collected by the approved ECO4 Flex providers/installers and by the Council. The Council will require the following household/applicant information from the approved providers/installers: client name, address, supporting evidence and referral route (this may include special category data such as information on certain health conditions). Information regarding the number of declarations issued by the Council shall be recorded using a Unique Property Reference Number (UPRN). Once a declaration has been issued to the approved provider/installer the Council will send the declaration information (address and referral route) to Ofgem, the ECO4 administrator. Applications and declarations may be subject to Ofgem audits during the time that ECO4 is in effect but also after the scheme ends. During these audits, Ofgem may require the Council to share the application forms and the supporting evidence with them. The Council will handle all personal data processed for the ECO4 scheme in accordance with the requirements of all applicable data protection and privacy legislation in force from time to time in the UK including the UK GDPR, the Data Protection Act 2018 (and regulations made thereunder) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended.

- **NOTE :-Council accepts no responsibility or liability as a result of any negative result, damage or loss arising from the receipt of an ECO grant or arising from work or efforts associated with preparing, applying or conducting a survey before a grant.**