

# **Mansfield District Council Energy Company Obligation (ECO4 Flex) Information Sheet**

The Energy Company Obligation (ECO) is a government energy efficiency scheme. Its aim is to help reduce carbon emissions and tackle fuel poverty by improving the energy efficiency of homes occupied by low income, fuel poor and vulnerable households.

## **What is Mansfield District Councils role?**

Our role is to assess the eligibility of a household and are not involved or responsible for issuing the funding, appointing contractors or installing the works.

ECO Flex is run by private companies (installers) and the funding for the improvements are awarded by the energy suppliers.

## **What improvements could I qualify for?**

Your chosen installer(s) will carry out a survey and identify a package of improvements suitable for your property.

If eligible, you could qualify for any of the improvements listed below. This is not the full list and other improvements might be available depending on the installer.

- Loft insulation
- Pitched roof insulation
- Flat roof insulation
- Room in roof insulation
- Cavity wall insulation
- External wall insulation
- Internal wall insulation
- Floor insulation (solid or suspended floors)
- Air source heat pumps
- Ground source heat pumps
- Gas boilers
- Electric boilers
- Biomass boilers
- Heating controls
- Electric storage heaters
- Solar PV panels
- High performance external doors
- Window glazing
- Draught proofing

## Eligibility Criteria

Low-income households who are in fuel poverty qualify for ECO. If you receive benefits and live in a property with a low energy efficiency rating, then you can apply directly through an energy supplier. Funding is only available for private owner occupiers and private rented tenants.

You are eligible for funding if you are a core group customer from scheme year 12 onwards under the [Warm Home Discount Scheme](#) or you receive at least one of the following benefits and satisfy the relevant income requirements, where applicable:

- Child Benefit
- Pension Guarantee Credit
- Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)
- Income Support
- Tax Credits (Child Tax Credits and Working Tax Credits)
- Universal Credit
- Housing benefit
- Pension credit saving credit.

## What if I do not receive a qualifying benefit?

If you do not receive a qualifying benefit then you might still qualify through ECO's flexible eligibility mechanism, known as ECO Flex. To be assessed for ECO Flex you must complete and sign a short application form that is then submitted to us along with supporting documents, such as proof of income, for determining eligibility. The ECO Flex eligibility criteria is detailed on our [website](#).

You cannot send the application form directly to us. We will only accept applications from the household's chosen installer.

Once we have confirmed eligibility, we will provide a written declaration that a household qualifies to the installer, who will then pass this onto an energy supplier along with supporting evidence requested by the supplier, such as proof of occupancy/ownership (utility bills etc.).

We charge an administration fee of £50 for each address an installer asks us to assess. This charge covers our checking, processing and approval procedures and is paid by the installer. An installer should not charge you as a household.

## How do I find an installer?

You are responsible for choosing an installer and carrying out checks to ensure you are satisfied with the installation company. Your chosen installer must be TrustMark registered.

You can [find a registered installer on the TrustMark website](#).

## **Be aware**

Several installers are operating in Mansfield and are contacting households using a variety of methods such as cold calling or leaflet drops. We can't endorse or recommend any particular installer, but if you choose to engage with one of these installers, we recommend you check they are TrustMark registered, using the website above.

We recommend you request to see their company ID when they visit your property. Make sure they leave you with their contact details in case you want to check on the status of your application after they leave because we will not have access to this information.

## **How will I know if I qualify?**

The installer working on behalf of the energy supplier will decide what level of support and type of improvements you could receive

A signed declaration of eligibility from us does not guarantee the installation of any improvements, as the final decision considers the suitability of the improvement for your house and if the improvement will increase your homes levels of energy efficiency or not.

## **Who deals with any complaints regarding the 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.