

ECO Flex Guidance for Installers

Note - in this section:

we/us = South Kesteven District Council

you = approved ECO installer

supplier = ECO obligated energy supplier

householder = applicant

Ofgem manages the ECO for the Department of Energy Security and Net Zero (DESNZ).

1. Completing an application

You must submit applications using the Council's application form template. You can request a copy via email to serena.brown@southkesteven.gov.uk.

2. Submitting applications

You will submit applications to us on behalf of the householder. Installers must make sure the householder and property meet the eligibility criteria. Also, you must get any relevant evidence and submit it with the application.

Email all applications and supporting documentation to serena.brown@southkesteven.gov.uk.

Please make sure the householder does not submit the application themselves.

Declarations will not be issued unless all evidence is provided.

Please do not apply to us if the applicant receives means-tested benefits as ECO will apply. For further information visit [Ofgem: Energy Company Obligation \(ECO\)](#)

3. What you need to explain to the householder

You must explain to the householder that:

- ECO Flex is a private sector-led scheme
- energy companies award funding for improvements the Council has limited involvement. We are not responsible for:
 - issuing the funding
 - appointing contractors
 - installing the works
 - checking the quality of completed work

4. Branding

You must not use any South Kesteven District Council branding or suggest you are working on our behalf.

5. Contact details

You must leave contact details with the householder. This includes named contact, telephone number and e-mail address.

Please tell the householder to contact you:

- for any enquiries
- to check on progress
- raise any concerns

They should not contact South Kesteven District Council.

6. Extra Costs

You must tell householders of any works and extra costs which the ECO Flex scheme cannot fund. You should also explain that they may have to cover these extra costs.

Explain that they don't have to proceed if they think the work isn't appropriate or affordable.

7. Accreditation

All installers must be [TrustMark](#) accredited.

8. GDPR

All installers must follow the General Data Protection Regulation (GDPR).

You will need to

- undertake work in line with Ofgem requirements
- act in line with industry best practices for consumer care and quality standards

9. Further information

You can find further information and guidance on Ofgem's website:

[Energy Company Obligation \(ECO\) | Ofgem](#)

[FAQs: Installers and Industry | Ofgem](#)

You can contact Ofgem by email at eco@ofgem.gov.uk

10. South Kesteven District Council limits its involvement to the declaration of eligibility

By participating in the ECO Flex scheme we seek to support those who are:

- experiencing fuel poverty
- vulnerable to living in a cold home

As such we recommend you offer householders measure that are:

the most affordable

the most energy-efficient

South Kesteven District Council discourages you from undertaking cold calling face-to-face contact. We insist that you contact householders via phone, email, letter or a leaflet drop.

We will investigate any complaints received from householders about cold calling. This could result in us not issuing declarations.

11. City of Lincoln Council endorsements

We do not endorse any company connected to

- the application process
- installation of ECO Flex grants or products

This includes:

- energy companies
- ECO installers/contractors
- grant agents

12. On-boarding

City of Lincoln Council does not have an on-boarding process, installers must meet the requirements set out by Ofgem/DESNZ and be TrustMark accredited.

13. South Kesteven District Council liability

We accept no responsibility or liability resulting from damage or loss connected to:

- the application process
- surveys
- preparation of works
- works undertaken
- ECO