

## **Households with ECO measures – Advice from Ofgem v1.0**

**Date: October 2018**

The Office of Gas and Electricity Markets (Ofgem) is the government energy regulator and administer the Energy Company Obligation (ECO) on behalf of the Department for Business, Energy and Industrial Strategy. ECO is a government energy efficiency scheme in Great Britain to provide funding to help reduce carbon emissions and tackle fuel poverty by delivering energy efficiency measures.

### **Faulty Installation**

For anyone experiencing issues with an installation, this is Ofgem's advice:

Ofgem recommend in the first instance that the householder should try to find any paperwork they were given when the measure was installed and try to contact the installer responsible for the work. If the measure was installed under ECO after March 2015, Ofgem may be able to confirm the name of the installer they have registered on their database if an Access Request (AR) is made for information regarding the property. This is explained in the next section.

### **Wall insulation**

If the measure was installed under ECO and is a type of wall insulation, it should be covered by an ECO Appropriate Guarantee. If the installer has gone out of business or not addressed concerns the householder should then contact the guarantee provider. This information and the guarantee should have been provided at install. Again, Ofgem may be able to confirm the name of the relevant guarantee agency if the measure was installed after March 2015. This will be provided as a code, which can be checked against Ofgem's Appropriate Guarantees list to find out which company is responsible. The list is attached, or can be downloaded at the following link:

<https://www.ofgem.gov.uk/publications-and-updates/eco2-appropriate-guarantees>

### **Boilers and heating**

All boilers and Electric Storage Heaters (ESH) repaired or replaced under ECO must be accompanied by a warranty for at least a year. Ofgem do not hold details of which company issued warranties for boiler/ESH repairs or replacements but the householder may wish to check if the boiler/ESH has a manufacturer's warranty independent of ECO that would have a claims procedure outlined.

## **Other measures**

Guarantees are not required for other measures installed under ECO. However, the product manufacturer or the installer may have provided their own guarantee for the installation and you should refer to this.

If redress is not found through the installer, or guarantee company, the installer responsible for the work may also be part of an accreditation and/or certification body, and/or trade association that maintains industry standards. Organisations such as the National Insulation Association, Gas Safe and NICEIC (ESH) have procedures for complaints against registered members. Their contact details are:

- National Insulation Association Tel: 01525 383313
- Gas Safe Tel: 0800 408 5500
- NICEIC: 0333 015 6625. The NICEIC website can be accessed at the following link: <http://www.niceic.com/find-a-contractor/complaints>

(Please be aware that these are only a few examples of the organisations involved)

## **Contract**

Ofgem state that the contract for the work done in the home is typically between the householder and the installer. (For the External Wall Insulation scheme delivered in Stockton-on-Tees, the contract was between the householder and Community Energy Solutions, who delivered the measures under the Community Energy Savings Programme and ECO). In some cases the energy company which ultimately funded the measure may be able to help and/or give information on the installer or the guarantee provider. Ofgem advise the householder to try contacting the supplier that funded the installation and explain the issues they are experiencing with the measure and ask for details regarding the installer responsible. Ofgem may be able to tell the householder which supplier funded the measure, if the measure was installed under the ECO scheme.

If there are any other concerns about installations or they wish to take the issue further, the Citizens Advice consumer helpline may be able to help or provide direction. They can be contacted on 08454 04 05 06. If the householder wishes to report a problem to Trading Standards, they should mention this to the adviser. Citizens Advice can refer matters to Trading Standards, who will then decide whether to take on the case.

## **Access Request (AR)**

An Access Request is the process by which a person can find out what information Ofgem may hold about any ECO measures installed at their property. This is subject to any energy efficiency measures in the property having been installed under the ECO scheme and therefore registered on Ofgem's system.

Ofgem consider this information to be personal to the resident(s) of the property. As such, it is processed under the General Data Protection Regulation (GDPR) and Data Protection Act 2018. This means that, after the request is made, Ofgem will send a letter to the address where the measure was installed that sets out all the information they hold for that property. Essentially, it is a copy printout of Ofgem's ECO database.

Please be aware, that if trying to find out the name of an installer, Ofgem only hold this information for measures installed after March 2015. Additionally, please note that Ofgem will not have this information on their database until three months after the installation has been completed.

Unless/until measures are notified to Ofgem under the ECO scheme, they have no sight of measures installed in consumer homes and are therefore limited in their ability to help as they do not comment or have involvement in commercial arrangements made outside of ECO.

Please be aware that Ofgem do not hold data for any measures that were installed before 2008 (CESP).

If a householder would like to make an Access Request for an ECO measure installed at their property, they should send an email to [ECO@ofgem.gov.uk](mailto:ECO@ofgem.gov.uk) confirming:

1. The full address of the property at which the measure was installed.
2. If they would like Ofgem to tell them, by letter, whether the installation was claimed under ECO.

If a third party would like to make an Access Request on behalf of someone else, please email [ECO@ofgem.gov.uk](mailto:ECO@ofgem.gov.uk) confirming:

1. The full address of the property at which the measure was installed.
2. Whether you would like Ofgem to send a letter to the address at which the measure was installed that sets out all the information they hold for that property, or if you wish to receive the information directly by email.

Please note: If you wish to receive the information directly by email, you will require written permission from the householder. Ofgem have a verification process in place to ensure that the resident of the property in question consents to the release of their information. To do this, Ofgem will send an approved consent form to the householder's property (the property in question) which should be returned with an identified email (your email) to which they would like the information released.

## **Complaints**

Ofgem have published steps a consumer could take if they have a complaint against standards of installation. Please refer to the Ofgem website for details at:

<https://www.ofgem.gov.uk/environmental-programmes/eco/support-improving-your-home/faqs-domestic-consumers>

You may also find the FAQs for domestic consumers useful, which you can find here:

[https://www.ofgem.gov.uk/system/files/docs/2017/03/170314\\_domestic\\_faqs\\_eco2t\\_final\\_version.pdf](https://www.ofgem.gov.uk/system/files/docs/2017/03/170314_domestic_faqs_eco2t_final_version.pdf)

If you have any questions relating to ECO, please do not hesitate to contact [ECO@ofgem.gov.uk](mailto:ECO@ofgem.gov.uk)