

Energy Company Obligation (ECO3) Summary of Updates in the ECO3 Guidance: Delivery v1.7

Introduction

This document outlines the amendments we have made to our ECO3 Guidance: Delivery v1.6 that was initially published on 8 March 2021. All amendments are included in Version 1.7 of the document.

Overview of amendments to ECO3 Guidance: Delivery

About this guidance

- Revised date to show that measures installed from 15 July 2021 should follow the ECO3 Guidance: Delivery v1.7.

Chapter 2 Setting and achieving obligations

- Paragraph 2.72: wording updated to clarify that installers can become TrustMark registered after 1 January 2020.
- Paragraph 2.105: updated to include that BEIS will be publishing a guide to best practice for IWI shortly, and once published the relevant section(s) of the guide should then be followed. Until then, suppliers must ensure IWI measures are installed in accordance with the IWI Interim Approach Flowchart.

Chapter 3 Eligibility

- Paragraphs 3.64, 3.67 and 3.160: Updated guidance to reflect changes in evidence requirements for Child Benefit as HMRC are no longer providing the Child Benefit number.
- Paragraph 3.100: wording updated to clarify that suppliers do not need to check every LA signature prior to the notification.
- Table 5: Removed row on 'Child Benefit number' and replaced with information on collecting the bank statement (the most recent available and from within the last 18 months) in cases where an award notice cannot be obtained.

Chapter 4 Information on specific ECO measures

- Table 14: updated to include Time and Temperature Zone Control (TTZC) measure in 'other heating' measure category.
- Paragraph 4.15: new paragraph added that we expect all IWI installations to be conducted in line with the BEIS guide for best practice for retrofit internal wall insulation, following its publication. Until the guide is published, IWI installations must continue to be in accordance with the IWI Interim Approach Flowchart.
- Paragraph 4.27: addendum added 'We also anticipate that BEIS will be publishing a technical guide to best practice for RIRI measures in the coming months. As such, following its publication, we expect that all RIRI installations are conducted in line with the BEIS guide to best practice.'
- Paragraph 4.34: new paragraph added that we anticipate BEIS will be publishing a technical guide to best practice for solid floor insulation measures in the coming months and following its publication, we expect all solid floor insulation installations to be conducted in line with the BEIS guide.
- Paragraph 4.35: new guidance added on Park Home Insulation (PHI).
- Paragraph 4.39: clarification that consumers should contact the installer responsible for the original installation to check if they will provide remediation for removal of pre-existing insulation.
- Paragraph 4.40: line added 'appropriate evidence that the insulation is directly causing the relevant problem for the premises' must also be provided for removal and replacement of insulation.
- Paragraph 4.45: new paragraph added to clarify that we may reject a measure if it has been preceded by an extraction which does not comply with the guidance.
- Paragraph 4.62: new guidance added for premises heated by room heaters or with no heating that do not meet the relevant criteria for First Time Central Heating.
- Paragraphs 4.79-4.81: new guidance around TTZC.
- Paragraph 4.84 b ii): line added 'ie broken and not repairable of inefficient'.
- Removed 'Identifying the main space heating system for heating measures' section.

Chapter 6 Deemed scores

- Paragraphs 6.26-6.32: new guidance added around the tiered approach to identifying the correct pre-main heating source for the property.
- Table 17: new table outlining the types of heating systems that come under each of the three tiers of heating systems.

- Paragraphs 6.33-6.39: new guidance added around identifying and evidencing the correct pre-main heating source where the heating source or part of a heating system has been removed from the property, for example due to renovations, replacement or upgrading.
- Table 18: amended to include Gas boiler* as a proxy for fuel cell mCHP pre-main heating source
- Paragraph 6.50: addendum added that the 'LPG Boiler' heat source represents boilers fuelled by bulk LPG only, and cannot be used for bottled LPG 'due to the differences in savings achieved between bulk LPG and bottled LPG.'
- Paragraph 6.89: addendum added 'If a sloped area with an angle of more than 70° is being insulated, the score should be determined using the process for external / internal wall insulation from paragraph 6.93 onwards. The wall type will generally be timber frame.'
- Paragraph 6.95: amended to 'We expect scenarios where the POPT of the notified heating measure to be limited to properties with multiple pre-main heat sources in the same tier as the installation may have to be notified as two or more separate measures. However, we still expect the property to be adequately heated following the installation.'
- Paragraph 6.97: amended 'multiple main heating systems' to 'multiple pre-main heat sources'.
- New example added for calculating POMI and POPT for installation of heating measures.
- Paragraph 6.109: amended wording 'insulation product' to 'insulation material' to clarify this does not include the whole system (for example, including plaster).
- Paragraph 6.124: updated to include TTZC measure in the final line - 'A smart thermostat, weather compensation or TTZC measure may still be notified, provided these were not already present.'
- Table 24: updated to include row on the score to be claimed for TTZC measures.
- Paragraphs 6.141-6.143: further new guidance around TTZC.

Chapter 8 Technical monitoring, score monitoring, audit and fraud prevention

- Paragraph 8.1: amended to clarify responsibility for technical monitoring and some aspects of score monitoring will be transitioned to TrustMark from 1 July 2021.
- Paragraphs 8.2-8.4: new monitoring guidance around measures installed from 1 July 2021.

- Paragraph 8.5: new monitoring guidance around measures installed prior to 1 July 2021.
- Paragraph 8.47: amended 'ECO3 Supplementary guidance for monitoring document' to 'upcoming supplementary guidance documents, to be published on the Ofgem website in due course.'
- Paragraph 8.53: amended 'See our ECO3 Supplementary guidance for monitoring document for more information' to 'More information can be found in our upcoming supplementary guidance documents, to be published on the Ofgem website in due course.'
- Paragraph 8.56: amended 'our ECO3 Supplementary guidance for monitoring document' to 'our upcoming supplementary guidance documents, to be published on the Ofgem website in due course.'
- Paragraphs 8.74-8.78: new guidance around Documentation Guidelines.
- Paragraphs 8.79-8.97: new guidance around Quality of Documentation.
- Paragraphs 8.98-8.110: new guidance around ECO amidst COVID-19.
- Paragraphs 8.111-8.120: new guidance around Notes on completion of specific documentation.
- Paragraphs 8.121-8.132: new guidance around Signature practices that are not permitted.

Appendix 1 Documents and data to be made available on request

- Table 28: updated to include a new row (18) on pre-main heat source documentation.
- Table 28: amended row 21 'main space heating system' to 'pre-main heat source'.

Appendix 3 Boiler information pack

- Paragraph 11.7: addendum added that a central heating system with a heat source which does not meet the definition of a boiler, may be eligible for a boiler replacement 'under the cap without the uplift applied.'
- Paragraph 11.8: new paragraph 'Room heaters and properties with no heating may be eligible for a boiler replacement under the cap without the uplift applied, provided it can be evidenced that they have been the main heat source for at least one year.'
- Paragraph 11.9: amended 'main space heating system' to 'pre-main heat source'.
- Paragraph 11.12: addition of a fourth eligible boiler measure – 'Boiler replacement, installed under the broken heating system cap without the uplift applied.'
- Paragraph 11.14: addendum added 'evidence that the system is inefficient or broken must be retained'.

- Paragraph 11.15: new paragraph 'Room heaters can have a boiler replacement measure if the property is not eligible for FTCH due to having a central heating system in the past. These measures are only eligible under the broken heating system cap without the uplift applied.'
- Paragraph 11.17: new paragraph 'The boiler assessment checklist must be completed for all boiler measures, regardless of the pre-main heat source.'

Appendix 7 Glossary

- Glossary definition of 'Non-gas fuelled premises' amended to replace 'main space heating system' with 'pre-main heat source'.