

Energy Company Obligation (ECO4) Summary of updates in the ECO4 Guidance: Delivery V1.0

Introduction

This document outlines the amendments that we have made to our final ECO4 Guidance: Delivery V1.0 that was published on 14 October 2022 from our Draft ECO4 Guidance: Delivery V0.1.

Overview of amendments to ECO4 Guidance: Delivery V1

Throughout document

- Formatting and wording updates to sub-headings.
- Reference to definition of householder documents showing Help to Heat Group (HTHG) eligibility updated to “no more than 12 months prior to the beginning of a project” under ECO4.

About this guidance

- Footnote 3: Added link to ECO4 Order,
- Footnote 4: Added link to Ofgem ECO webpage,
- Footnote 5: Added link to ECO4 Flex: Local Authority Administrative Guidance,
- Footnote 6: Added link to ECO4: New Measures and Products Guidance,
- Footnote 7: Added link to ECO4: Draft Interim Delivery Guidance,
- Footnote 8: Added link to Ofgem ECO webpage: Monitoring.
- Page 13: Final links to other guidance documents added to page.

Chapter 1: Introduction

- Paragraph 1.10. Formatting changes.

Chapter 2: Obligations

- Paragraph 2.5: Added “excluding mobile homes” to the types of premises that are eligible to count towards the Solid Wall Minimum Requirement (SWMR).
- Paragraph 2.14: Added paragraph on Interim Delivery in between ECO3 and ECO4 measures.
- Footnote 12: Added footnote to the draft ECO4 Interim Delivery Guidance.
- Footnote 13: Added footnote to Ofgem’s ECO Contacts, Guidance and Resources page.
- Paragraph 2.16: Added bullet point defining “MIR” as an acronym for “Minimum Insulation Requirement”.
- Table 1: Changed cross-reference in HTHG, Measures box.
- Table 1: Updated HTHG Insulation Requirements box to say: “these requirements are met if all insulation is already installed in the home to the required standard”.
- Table 1: Removed last sentence from HTHG, Insulation Requirements box.
- Table 1: Updated Social Housing (SH), Insulation Requirements box to say: “These requirements are met if all insulation is already installed in the home to the required standard”.
- Table 1: Updated SH Measures box to refer to District Heating Connection by its acronym, “DHC”.
- Table 1: Changed cross-reference in ECO4 Flex: Route 1, Measures box.
- Table 1: Removed last sentence from ECO4 Flex: Route 1 Insulation Requirements box.
- Table 1: Changed cross-reference in ECO4 Flex: Route 2, Measures box.
- Table 1: Changed cross-reference in ECO4 Flex: Route 3, Measures box.
- Table 1: Changed cross-reference in ECO4 Flex: Route 4, Measures box.
- Table 1: Added information concerning Band D and Bands E-G properties receiving measures in the Primary ECO flat for in-fill, Insulation Requirements box.
- Table 1: Changed sentence to say “this requirement is met if all insulation is already installed in the home to the required standard” in Primary ECO house for in-fill, Insulation Requirements box.
- Table 1: Changed last sentence in the Off-Gas, Insulation Requirements box to say “these requirements are met if all insulation is already installed in the home to the required standard”.

Chapter 3: Eligibility

- Paragraph 3.3: Added information on the private and domestic and premises requirements.

- Paragraph 3.6: Added “the ECO4 data dictionary” and added footnotes to the ECO Order, ECO4 Data Dictionary, and Appendix 2 in the ECO4 Guidance: Delivery.
- Paragraph 3.13: Removed sentence.
- Figure 1: Updated asterisk information on proof of residence dated before or within 12 months prior to completion of the first measure in a project.
- Figure 3: Updated asterisk information on proof of residence dated before or within 12 months prior to completion of the first measure in a project.
- Paragraph 3.26: Added reference to mobile homes as also park homes.
- Paragraph 3.27: Added “RdSAP (Reduced Data SAP)” to sentence.
- Paragraph 3.30: Additional information added on the definition of ‘dwelling’ in England and Wales and Scotland Regulations.
- Paragraph 3.36: Updated wording to say “the ECO4 Pre-Installation Project Survey should be completed and signed to confirm that the building was pre-existing before 1 April 2022”.
- Paragraph 3.37: Added reference to the Pre-Project Declaration.
- Paragraph 3.59: Added paragraph on care homes and student halls’ non-eligibility for ECO4.
- Paragraph 3.67: Cross references updated.
- Paragraph 3.70: Rural Urban Indicator Codes updated for Wales.
- Paragraph 3.71: Rural Urban Classification updated for Scotland.
- Paragraph 3.73: Added reference in paragraph about full project scores (FPS).
- Paragraph 3.75: Update to cross-references.
- Paragraph 3.76: Amended sentence.
- Paragraph 3.77: Amended sentences and additional information on a renewable heating system.
- Paragraph 3.79: Amended sentence and added reference to the ECO4 Eligibility Requirements Form.
- Paragraph 3.80: Removed sentence.
- Paragraph 3.81: Amended sentence.
- Paragraph 3.82: Acronyms added.
- Paragraph 3.84: Update to cross-references.
- Paragraph 3.93: Update to cross-references.
- Paragraph 3.97: Added sentence on the definition of a house, according to the ECO4 Order.
- Paragraph 3.99: Amended sentence.

- Paragraph 3.101: Added sentence on the type of measure installed into an in-fill property.
- Paragraph 3.104: Amended sentence.
- Paragraph 3.111: Additional wording added on social housing for innovation measures.
- Paragraph 3.115: Amended sentence.
- Paragraph 3.117: Update to cross-references.
- Paragraph 3.118: Update to HTHG evidence eligibility.
- Paragraph 3.122- 3.123: Added information on data-matching HTHG evidence.
- Table 2: Additional information added to 'Child Benefit'.
- Paragraph 3.129: Amended sentence.
- Paragraph 3.133: Amended sentence on HTHG evidence eligibility.
- Paragraph 3.135: Added sentence on when suppliers notify unmatched or unverified measures on the ECO register.
- Paragraph 3.138: Amended sentence.
- Paragraph 3.141: Added sentence on the restriction of customer self-declarations for Child Benefit, without further evidence supporting their household income threshold.
- Paragraph 3.143: Amended sentence.
- Table 4: Added information on the ECO4 Flex routes.
- Table 5: Divided and renamed proxy 7 into '7(a)' and '7(b)'.
- Paragraph 3.150: Added information on evidence retention for ECO4 Flex.
- Paragraph 3.152: Amended sentence.
- Paragraph 3.153: Added sentence on Ofgem's standard referral letters for doctors and GPs.
- Paragraph 3.156: Added information on the mandatory Statement of Intent (SoI) fields.
- Paragraph 3.157: Added sentence on the responsibilities of delegating local authorities.
- Paragraph 3.159: Amended sentence.
- Paragraph 3.160: Added sentence on declaration timings.
- Paragraph 3.161: Added sentence to Ofgem's response time from receiving declarations.
- Paragraph 3.165: Amended sentence.
- Paragraph 3.167- 3.168: Updates to URN format.
- Paragraph 3.171: Update to Appendix number.
- Paragraph 3.174: Update to Non-Pre-Payment meter and Pre-Payment meter definitions.

- Paragraph 3.183: Update to cross-reference.
- Table 7: Update to the non-exhaustive list of evidence types under ECO4 Flex.
- Paragraph 3.189: Added “and measures may be rejected” to sentence.
- Paragraph 3.192: Amended sentence.

Chapter 4: Projects

- Paragraph 4.2: Updating wording on an ECO4 Packages.
- Paragraph 4.14: Updated wording to specify “ECO4 Projects”.
- Paragraph 4.22: Amended sentence to outline the actions that a supplier should take when they have a project consisting only of DHC measures, DLMs or IMs that are not installed in accordance with PAS 2030:2019 or MCS standards, and where PAS 2035 is not relevant.
- Paragraph 4.25: Amended sentence on deflated Partial Project Scores, (PPS).
- Paragraph 4.27: Updated bullet points on the circumstances that may prevent the installation of a measure under ECO4.
- Paragraph 4.28: Updated sentence on exceptions.
- Paragraph 4.29: New paragraph added on exemption requirements.
- Paragraph 4.30: New paragraph added on exemption requirements.
- Paragraph 4.33: New paragraph added on when details contained within the measure name are not available for exempt measures.
- Paragraph 4.36: Updated paragraph on when a supplier requests an exemption from the MR through the completed project notification.
- Paragraph 4.40: Updated paragraph on non-compliant measures.
- Paragraph 4.41: Updated paragraph and bullet points on where a measure has been found non-compliant through TrustMark’s Quality Assurance framework.
- Paragraph 4.42: New paragraph added on DHC measures that fall outside of TrustMark’s Quality Assurance framework.
- Paragraph 4.43: New paragraph added on when a rejection occurs within a project where an exemption applies.
- Paragraph 4.44: Updated paragraph.
- Figure 8: Updated flowchart covering the scenarios for projects with non-compliant measures.
- Paragraph 4.48: Updated paragraph wording on the date of completed installation, (DOCI).

- Paragraph 4.59: Update to cross-reference.
- Paragraph 4.65: Added sentence on new insulation installation.
- Paragraph 4.67: Added sentence on appropriate insulation guarantee.
- Paragraph 4.69: Updated paragraph on the relevant health and safety procedures for extraction.
- Paragraph 4.71: Updated paragraph and bullet points on extraction checks and procedures.
- Paragraph 4.72: Added paragraph on the definition of “defective”.
- Paragraph 4.74: Added paragraph on when and how a skilled technician, that could include a Chartered Surveyor, visit and inspect a property for the purposes of completing the extraction survey.
- Paragraph 4.75: Updated paragraph on extraction of insulation, including standards, requirements, and property inspections.
- Paragraph 4.76: Added sentence on non-ECO measures affecting a property’s SAP rating and restrictions on installation.
- Paragraph 4.84: Updated paragraph on blended funding with the Boiler Upgrade Scheme (BUS).

Chapter 5: ECO Measures

- Table 10: Update to formatting and content of the measures table
- Paragraph 5.3: Paragraph moved to minimum insulation pre-conditions
- Paragraph 5.6: Added sentence (from paragraph 5.11) on CWI installed to partially filled cavity.
- Paragraph 5.8: Reworded sentence on test certificates.
- Paragraph 5.9: Reworded sentence on CWI installation. Sentence added on when measures may be rejected if preceded by a non-compliant extraction.
- Paragraph 5.11: Paragraph moved to paragraph 5.6.
- Paragraph 5.15: Inserted wording on partial project score variants.
- Paragraph 5.23: Amended sentence so that the correct table (Table 14) is cross-reference. ‘Deemed Scores’ matrix amended to ‘Partial Project’ matrix.
- Paragraph 5.24: Rules regarding loft insulation measures reworded into bullet points.
- Paragraph 5.25: Reworded sentence regarding pre-existing loft declaration.
- Paragraph 5.28: Sentence on pre-existing loft insulation exceptional circumstances removed.

- Paragraph 5.29: Sentence added on definition of room-in-roof.
- Paragraph 5.35: Deleted sentence on insulation of pipework with RIRI.
- Paragraph 5.36: Amended footnote.
- Paragraph 5.43: 'Roof' replaced with 'ceiling'. Removed sentence regarding PAS standards for park home insulation measures.
- Paragraph 5.44: Reworded sentence on PHI measure technical guide.
- Paragraphs 5.48 – 5.51: Inserted section entitled Solid Wall Insulation including definition, rules and guidance on SWI measures.
- Paragraph 5.56: Amended wording and formatting on minimum insulation pre-conditions.
- Paragraph 5.57: Amended sentence.
- Paragraph 5.59: Amended wording regarding prescribed standards.
- Figure 11: Wording updated to reflect chapter 4 rather than paragraph 4.23.
- Paragraph 5.61: Sentence added regarding pre-conditions.
- Paragraph 5.62: Sentences added regarding operatives overseeing a project and Pre-Installation Heating Checklist.
- Paragraph 5.63: Paragraph added on demonstrating meeting the pre-conditions.
- Paragraph 5.64: Paragraph regarding wall insulation reworded.
- Paragraph 5.65: Paragraph and bullet list amended.
- Paragraph 5.67: Paragraph and bullet list amended.
- Paragraphs 5.68 – 5.69: New section added on party cavity wall insulation pre-conditions.
- Paragraph 5.74: Paragraph regarding meeting the roof insulation pre-condition separated into bullet points.
- Paragraph 5.75: New section added on park home insulation pre-conditions.
- Paragraphs 5.78 – 5.79: New section added on pre-condition 2 for loft, roof and room-in-roof insulation.
- Paragraph 5.84: Sentence added on on-gas connection.
- Paragraph 5.85: Paragraph added on satisfying the criteria for a gas connection.
- Table 15: Table added on evidencing a gas connection.
- Paragraph 5.86: Paragraph added on demonstrating a gas connection.
- Paragraph 5.87: Sentence added regarding off-gas properties.
- Paragraph 5.88: Paragraph added regarding gas connection evidencing.
- Paragraph 5.89: Paragraph added regarding pre-installation heating checklist.
- Paragraph 5.90: Reworded sentence.

- Figure 12: On-gas measures flowchart content amended.
- Paragraph 5.91: Sentence deleted regarding solar PV and ESH.
- Paragraph 5.93: Paragraph updated to include pre-installation heating checklist, and bullet list removed.
- Paragraph 5.94: Paragraph reworded.
- Paragraph 5.95: Paragraph reworded.
- Paragraph 5.96: Paragraph reworded regarding measures installed to off-gas homes.
- Figure 13: Off-gas measures requirement moved.
- Table 16: Table on off-gas measure restrictions moved and amended.
- Figure 14: Off-gas hierarchy moved, and format amended.
- Paragraph 5.99: Paragraph added on hydronic heat pumps.
- Paragraph 5.100: Paragraph added on broken heating systems.
- Paragraph 5.101: Paragraph added on DHC measures and pre-installation heating checklist.
- Paragraph 5.102: Sentence added on biomass systems.
- Paragraph 5.103: Amended paragraph and bullets referring to measures that are not possible to install.
- Paragraph 5.104: Sentence amended.
- Paragraph 5.105: Paragraph added regarding pre-installation heating checklist.
- Paragraph 5.106: Paragraphs regarding repairs merged and amended.
- Paragraph 5.109: Sentence amended.
- Paragraph 5.110: Paragraph amended.
- Paragraph 5.111: Sentence amended.
- Paragraph 5.113: Cross-reference amended.
- Paragraph 5.115: Paragraph amended.
- Paragraph 5.116: Sentence amended.
- Paragraph 5.117: Section renamed (Replacement of efficient heating systems) and paragraph amended.
- Paragraph 5.118: Paragraph amended.
- Paragraph 5.119: Paragraphs merged and amended.
- Paragraph 5.120: Paragraph amended.
- Paragraph 5.121: Paragraph added regarding renewable heating systems.
- Paragraph 5.122: Paragraph added regarding IMs and heating controls.
- Paragraph 5.123: Sentence amended.
- Paragraph 5.125: Cross-references updated.

- Paragraph 5.129: Sub-heading amended (Hydronic heat pumps)
- Paragraph 5.131: Paragraph amended.
- Paragraph 5.132: Paragraph added regarding installation of a heat pump as an upgrade measure.
- Paragraph 5.133: Sentence amended.
- Paragraph 5.134: Sentence amended.
- Paragraph 5.136: Sentence added regarding HHR ESH.
- Paragraph 5.137: Sentence amended.
- Paragraph 5.139: Paragraph added regarding eligibility of efficient ESH and electric heating.
- Paragraph 5.142: Paragraph added regarding list of non-renewable electric heating systems.
- Paragraph 5.129: Sentence amended (smart thermostats added).
- Paragraph 5.130: Heading amended (TRVs and Programmer & room thermostats).
- Paragraph 5.145: Sentence amended (smart thermostats added).
- Paragraph 5.146: Paragraph added regarding boiler upgrade measures.
- Paragraph 5.147: Paragraph amended.
- Paragraph 5.148 – 5.156: Section added containing detailed guidance regarding smart thermostats.
- Paragraph 5.162: Paragraphs merged and amended to include reference to smart thermostats.
- Paragraph 5.163: Paragraph added regarding compensation score.
- Table 17: Table added containing heating control score examples.
- Paragraph 5.166: Paragraph amended.
- Paragraph 5.186: Declaration amended.
- Paragraph 5.172: Sentence amended.
- Paragraph 5.173: Sentence added regarding upgrade eligibility of broken inefficient central heating systems.
- Paragraph 5.174: Sentence added.
- Paragraph 5.175: Paragraph amended.
- Paragraph 5.176: Paragraph amended to include range cooker boilers.
- Paragraph 5.177: Cross-reference updated.
- Paragraph 5.178: Sentence amended to include range cooker boilers (rather than Agas).
- Paragraph 5.181: Sentence amended to refer to DHC measures.

- Paragraphs 5.181 – 5.183: Cross-references updated.
- Paragraph 5.186: Paragraph amended to reflect biomass rules.
- Paragraph 5.187: Paragraph amended to reflect biomass rules.
- Paragraphs 5.191 – 5.192: Paragraphs amended to specify eligible *heating* measures.
- Paragraphs 5.195 – 5.197: Paragraphs added regarding solar PV.
- Paragraph 5.199: Sentence amended.
- Paragraph 5.200: Paragraph amended, and cross-reference updated.
- Paragraph 5.201: Paragraph amended.
- Paragraph 5.203: Paragraph amended to exclude shared ground loop GSHPs.
- Paragraph 5.204: Paragraph added regarding shared ground loop GSHPs.
- Paragraph 5.205: Cross-reference updated.
- Paragraph 5.206: Paragraph amended to reference pre-installation heating checklist in more detail.
- Paragraph 5.207: Sentence amended.
- Paragraph 5.208: Paragraph added regarding shared ground loop DHC measures.
- Paragraph 5.218: Sentence amended.
- Paragraph 5.222: Paragraph amended.
- Paragraph 5.223: Paragraph amended.
- Paragraph 5.232: Sentence amended (regarding shared ground loop DHC measures).

Chapter 6: Scores

- Paragraph 6.5: Sentence added regarding penalties.
- Paragraph 6.13: Paragraph amended.
- Paragraph 6.14: Paragraph added regarding floor area used to calculate SAP/RdSAP.
- Paragraph 6.15: Paragraph amended, and cross-references updated.
- Paragraph 6.17: Sentence deleted regarding use of RdSAP/Sap 2012.
- Paragraph 6.18: Sentence added regarding use of RdSAP 2012 v9.94.
- Paragraph 6.19: Sentence added regarding use of SAP 2012 v9.92. SAP 10.
- Paragraph 6.27: Sentence added regarding Partial Scores Matrix.
- Paragraph 6.28: Updated cross-reference.
- Paragraph 6.36: Updated cross-reference.
- Paragraph 6.38: Paragraph amended.
- Paragraph 6.39: Paragraph amended.
- Paragraph 6.40: Paragraph added on notification of DLM and SAM measures.

- Paragraph 6.41: Paragraph added on deemed SAP improvement for SAMs and DLMS.
- Paragraph 6.42: Sentence amended.
- Paragraph 6.43: Sentence amended.
- Paragraph 6.44: Sentence added on POPT late penalties.
- Paragraphs 6.46 – 6.47: Paragraphs added on example late penalty added calculations.
- Paragraph 6.51: Paragraph added on ESH and FTCH eligibility.
- Table 18: Table amended.
- Table 19: Table amended.
- Paragraph 6.61: Sentence amended.
- Paragraph 6.74: Updated cross-references.
- Paragraph 6.76: Updated cross-references.
- Paragraph 6.81: Sentence amended.
- Paragraph 6.85: Paragraph amended.
- Paragraph 6.109: Sentence amended to specify partial project score.
- Paragraph 6.112: Paragraph amended.
- Paragraph 6.114: Sentence amended.
- Paragraph 6.131: Paragraphs amended.
- Paragraph 6.137: Sentence amended regarding BFR uplift.
- Paragraph 6.139: Updated cross-references.
- Paragraph 6.147: Paragraph amended to specify broken boiler replacement.
- Paragraph 6.149: Paragraph added on standard alternative methodology.
- Paragraph 6.150: Paragraph added on data light measures.
- Paragraph 6.151: Paragraph added on innovation measures.

Chapter 7: Notifications

- Paragraph 7.7: Heading and paragraph amended.
- Paragraph 7.8: Paragraph amended.
- Paragraph 7.11: Paragraph amended regarding project notifications.
- Paragraph 7.15: Paragraph amended regarding notification of late measures.
- Paragraph 7.16: Paragraph added regarding example notification of late measures.
- Paragraph 7.20: Heading amended to 'Late projects'.
- Paragraph 7.25: Sentence added on measures installed beyond extended deadline.

Chapter 8: Monitoring, audit and fraud prevention

- Paragraph 8.27: Sentences added on evidence tampering.
- Paragraph 8.36: Sentences added on signature duplication.
- Paragraph 8.37: Sentence amended regarding document signatories.
- Paragraph 8.46: Sentence amended regarding signature forgery.
- Paragraph 8.49: Sentence added regarding copying and pasting.
- Paragraph 8.51: Sentence amended regarding copying and pasting.
- Paragraph 8.54: Sentence amended regarding photocopying.

Appendices 9-15

- Table 26: Table amended regarding ECO4 templates.
- Paragraph 10.6: Paragraph amended.
- Paragraph 10.42: Paragraph amended.
- Paragraph 10.50: Paragraph amended.
- Paragraph 10.61: Paragraph amended.
- Example 3: Image updated.
- Paragraph 11.18: Paragraph amended.
- Paragraph 11.21: Paragraph amended.
- Paragraph 11.27: Paragraph amended.
- Paragraph 11.30: Updated cross-reference.
- Paragraph 11.31: Paragraph amended.
- Paragraph 11.31: Paragraph amended regarding rejected measures.
- Paragraph 11.38: Paragraph amended regarding warranty requirement.
- Paragraph 12.3: Paragraph amended regarding replacement ESHs.
- Paragraph 12.4: Paragraph amended regarding eligible ESH measures.
- Paragraph 12.7: Sentence added regarding broken efficient and not economically repairable ESH.
- Paragraph 12.9: Sentence added regarding high heat retention ESH.
- Paragraph 12.15: Updated cross-reference.
- Paragraph 12.19: Updated cross-reference.
- Paragraph 12.29: Paragraph amended regarding repair or replacement of ESH.
- Appendix 7: Rows amended referring to EHS, PICI and SAP rating.