**ECO4 Flex Installer Verification Letter**

[Householder’s LA / DA address]

[LA / DA’s number XXXXXXXXXX]

[Email XXXXX@XXXX.gov.uk]

[Date DD Month YEAR]

Dear Householder,

**[Insert Local Authority (LA) / Devolved Administration (DA) name]** participates in an element of the Government’s Energy Company Obligation (ECO4) scheme known as ECO4 Flex[[1]](#footnote-1).

The scheme aims to identify low-income and / or vulnerable householders who are not in receipt of means tested benefits (eg Income Support or Guaranteed State Pension Credit) who may benefit from heating and energy saving measures, such as insulation.

You have been approached by a surveyor working for **[Insert installer name]**. Surveyors can notify eligible households to the Local Authority (LA) / Devolved Administration (DA).

**The surveyor does not work for [Insert LA / DA name].**

The surveyor is required to capture and submit evidence of your income to **[Insert LA / DA name]** so an assessment can be made about your eligibility for an ECO4 Flex grant.

You are under no obligation to provide this information but by doing so you are giving your consent to share the information with **[Insert LA / DA name]**.

It is in your interest to provide this information to the LA / DA, however if you are unsure about the validity of the surveyor or their offer then please contact:

**[Insert LA / DA Name]  
[LA / DA’s number]**

**[Email@XXXX.gov.uk]**

If you have any questions about the installation or workmanship, then please contact:

**[The surveyor]** on **[surveyor’s number]** who works for **[Insert Installer name].**

If you are concerned about the conduct of the surveyor or your rights as a consumer then please contact Citizen Advice consumer help line on 0808 2231133.

Neither the LA / DA are working with or endorse any ECO installer nor the quality of workmanship of the contractor who should be Trustmark registered (General Enquiries: 0333 555 1234).

Yours faithfully,

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**[Insert Name]  
[Insert Job title]**

1. [Final ECO4 Guidance: Local Authority Administration | Ofgem](https://www.ofgem.gov.uk/publications/final-eco4-guidance-local-authority-administration) [↑](#footnote-ref-1)