**Citizens Advice and Citizens Advice Scotland referral letter template for   
ECO4 and Great British Insulation Scheme Flex:**

[Citizens Advice referee name]

[Citizens Advice referee title]

[Citizens Advice centre address]

[Postcode]

[Date: XX/XX/XXXX]

[Applicant name]

[Applicant address]

[Applicant Postcode]

To: [local authority name],

|  |  |
| --- | --- |
| **Local Authority name and address** | **Evidence seen to confirm that the applicant meets the eligibility requirement** |
|  | [E.g. income source/ self-employment benefit/ payslips/ bank statements **and** electricity bills **or** gas bills]. |

Having carefully considered the applicant’s fuel arrangements, I hereby refer [householder’sname] for the ECO4 Flexibility (ECO4 Flex) policy and/or the Great British Insulation Scheme Flex policy, as set out by the Department for Energy Security and Net Zero under article 18(2)(f) of the ECO4 Order[[1]](#footnote-2), and article 17(1)(c)(ii) in the ECO4A Order[[2]](#footnote-3), as struggling to pay their:

Gas bills and/or, Electricity bills.

I can confirm that Citizens Advice have seen evidence of the householder struggling to pay their gas or electricity bills.

**Citizens Advice / Citizens Advice Scotland referee name and signature:**

Name ­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature ­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: ­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: ­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. [The Electricity and Gas (Energy Company Obligation) Order 2022 (legislation.gov.uk)](https://www.legislation.gov.uk/uksi/2022/875/made) [↑](#footnote-ref-2)
2. Draft legislation published at <https://www.legislation.gov.uk/ukdsi/2023/9780348248340> [↑](#footnote-ref-3)