

Energy Company Obligation (ECO4)

Summary of Updates

ECO4 Guidance: Supplier Administration

This document summarises the updates contained in each version of the above publications. Any references to paragraph numbers in this document apply to the version in question and may not be accurate references in other versions.

Version 2.0

Publication date:	7 August 2025
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These updates reflect changes made by the Electricity and Gas (Energy Company Obligation) (Amendment) Order 2025 and the Electricity and Gas (Energy Company Obligation) (Amendment, Saving and Transitional Provisions) Order 2025. The new version contains general formatting and drafting improvements as well as specific updates described below.

References to the ECO Order

References to the ECO Order have been amended where appropriate.

ECO4 Guidance: Monitoring

Removal of references to monitoring guidance throughout.

Disclaimer

Update of the legal disclaimer on page 8 to clarify the purpose and limits of the guidance.

Personal data

Paragraph 1.17: New section on processing of personal data by Ofgem.

Signposting

Paragraph 1.18 to 1.23: New paragraphs and amendments to more accurately signpost suppliers towards stakeholders for specific queries. New detail on submitting compliance process queries.

References to government

Out of date references throughout the document to the Department for Business, Energy, and Industrial Strategy have been replaced with signposting to the Department for Energy Security and Net Zero.

Rejections

Paragraph 7.38: New paragraph noting that where measures are rejected for administrative reasons, suppliers should notify (or re-notify) the completed *project* with the 'Rejection adjusted finishing SAP rating' field completed.

Paragraph 7.39: Additional paragraph to clarify that where retrofit assessments are redone, the appropriate version of RdSAP should be used.

Trustmark certificate of lodgements

Paragraph 7.48: New paragraph to clarify that in circumstances where non-compliance with any of the TrustMark requirements is detected, measures may be rejected.

ECO privacy notice

Paragraph 7.107: Replacing reference to the ECO4 working group privacy notice with Ofgem's ECO privacy notice, as the latter is endorsed by Ofgem and so is more appropriate for suppliers to provide to occupants or landlords.

Inter-supplier transfers

Paragraph 8.10: Addition to clarify that measures with withdrawn status are also eligible for transfer.

Reassigning ECO4 delivery towards GBIS

New chapter 9 on how suppliers can reassign annual bill savings from ECO4 to their GBIS obligation and additional references to this new mechanism and chapter throughout the document.

RdSAP update

Appendix 3 – Glossary: Amendments to confirm that current version of RdSAP is RdSAP 10.

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