



Making a positive difference
for energy consumers

Home Heating Cost Reduction Obligation (HHCRO): Templates to evidence Householder

Overview

The Home Heating Cost Reduction Obligation (HHCRO) provides heating cost saving measures to householders who are, or reside with, members of the affordable warmth group¹. Before installing a measure for its HHCRO, a supplier should be certain that the person receiving the measure is indeed a householder.

The term 'householder' is defined in Schedule 2 of the Order. There is one definition for England and Wales and another for Scotland. Each definition is concerned with a person's right to occupy the domestic premises they live in. These premises must be the same premises as where the measure is being installed. For more information about the definition of householder for the purposes of HHCRO, please see Chapter 7 of the [ECO: Guidance for Suppliers](#).

Suppliers need to ensure that documents demonstrating householder status are made available on request. They do not need to keep copies of the documents.

The evidence that a supplier may use to demonstrate householder status depends on the jurisdiction that the property is in and the type of householder. Further details of which documents will be required for audit or monitoring are detailed in Appendix 1 of the guidance. Some of the documents detailed in that appendix are statements or declarations based on an Ofgem template. Those templates are provided below.

These templates include:

- **Example template 1:** Landlord & occupier statement for expired tenancy Agreements
- **Example Template 2:** Landlord & occupier statement where no written tenancy agreement exists
- **Example Template 3:** Declaration where title deeds are held
- **Example Template 4:** Declaration where title deeds are lost or destroyed
- **Example Template 5:** Declaration of change of name
- **Example Template 6:** Executor/administrator of the estate declaration of occupancy

Where possible, templates 3 and 4 should be printed on the headed paper of the company signing the statement/declaration.

Where statements or declarations are used, you should ensure that all relevant parties:

- Complete all sections laid out in the template
- Sign and date the statement/declaration

¹ See chapter 7 of the ECO Guidance for Suppliers for further details of the affordable warmth group.

All templates must be completed accurately to provide evidence of householder status.

Monitoring and auditing

Monitoring and auditing may be undertaken to ensure that any of the following templates used to provide evidence of householder status are completed in line with our requirements.

All templates should be provided to the installer or obligated energy supplier that is promoting the energy efficiency measure.

Completed templates may contain personal information, therefore, sending these forms to other parties will amount to the processing of personal data as detailed in the Data Protection Act 1998 (DPA). These forms must **not** be sent to Ofgem directly unless requested for auditing purposes.

Format of these templates

The format of these templates may be adapted, provided that the content is not changed and Ofgem branding is not used.

Example template 1:

Landlord & occupier statement for expired tenancy agreements

This statement confirms an occupancy agreement between the landlord [*insert name*]
_____ and the occupier [*insert name*] _____
at the property [*insert address*] _____

_____.

The original written tenancy agreement between the landlord and occupier has now expired.

The occupier listed above currently resides at the property listed above, pays rent to the landlord and has the right to occupy the property until a date notified by the landlord.

Landlord ¹ :	_____	Occupier:	_____
Address:	_____	Address:	_____
	_____		_____
	_____		_____
	_____		_____

Name:	_____	Name:	_____
Signature:	_____	Signature:	_____
Date:	_____	Date:	_____

¹If the landlord is a corporation or other association, please insert the name of the corporation or association.

Example template 2:

Landlord & occupier statement where no written tenancy agreement exists

This statement confirms an occupancy agreement between the landlord [*insert name*]
_____ and the occupier [*insert name*] _____
at the property [*insert address*] _____

_____.

There is no current or expired written tenancy agreement for this occupier.

The occupier listed above currently resides at the property listed above, pays rent to the landlord and has the right to occupy the property until a date notified by the landlord.

Landlord ¹ :	_____	Occupier:	_____
Address:	_____	Address:	_____
	_____		_____
	_____		_____
	_____		_____

Name:	_____	Name:	_____
Signature:	_____	Signature:	_____
Date:	_____	Date:	_____

¹If the landlord is a corporation or other association, please insert the name of the corporation or association.

Example template 3:

Declaration that title deeds are held

Statement relating to the owner's *[insert name]* _____
ownership of the property at *[insert address]* _____

I am aware that this statement may be used by the Office of Gas and Electricity Markets (Ofgem) in its statutory determination (under *The Electricity and Gas (Energy Companies Obligation) Order 2012*) as to whether a person is a freeholder (England/Wales) or owner (Scotland).

The property is not registered.

I confirm that *[delete as applicable]* I hold/my company holds the title deeds to the property and that the person named above is named on the title deed as the freeholder/owner of the property.

Date: _____

Signature: _____

Name: _____

Profession/title of signatory and business activity of company:

Company name: _____

Contact address: _____

Example template 4:

Declaration where title deeds are lost or destroyed

Statement relating to the owner's *[insert name]* _____
ownership of the property at *[insert address]* _____

I am aware that this statement may be used by the Office of Gas and Electricity Markets (Ofgem) in its statutory determination (under *The Electricity and Gas (Energy Companies Obligation) Order 2012*) as to whether a person is a freeholder (England/Wales) or owner (Scotland).

The property is not registered.

I am satisfied that the title deeds to the property have been lost or destroyed.

I have investigated ownership of the property and I am satisfied that the person named above is likely to be the freeholder/owner of the property.

Date: _____

Signature: _____

Name: _____

Profession: Solicitor / Land conveyancer *[delete as applicable]*

Company name: _____

Contact address: _____

Example template 5:

Declaration of change of name

I am aware that this declaration may be shown to, and relied on by, the Office of Gas and Electricity Markets (Ofgem) in its role as the Administrator of the Energy Companies Obligation.

I declare that my name has changed from *[insert the name appearing on the document that demonstrates the person's householder status]* _____
to *[insert the new name appearing on AWG benefit documents or other official documents]*
_____.

Date: _____

Signature: _____

Name: _____

Address: _____

Example template 6:

Executor/administrator of the estate declaration of occupancy

This statement confirms an occupancy agreement between the executor/administrator of the estate [insert name] _____ and the occupier [insert name] _____ at the property [insert address] _____

_____.

There is no current or expired written tenancy agreement for this occupancy.

The occupant listed above currently resides at the property listed above and has the right to occupy the property until a date notified by the executor/administrator/s of the estate.

Executor/ administrator ¹ :	_____	Occupier:	_____
Address:	_____ _____ _____	Address:	_____ _____ _____
Name:	_____	Name:	_____
Signature:	_____	Signature:	_____
Date:	_____	Date:	_____

¹ Where more than one executor/administrator of the estate exists, only one is required to sign this declaration.