

Energy Company Obligation

Monthly Update

20 Jan 2016

Issue 7



Dear Stakeholder

Welcome to the first Energy Company Obligation (ECO) newsletter of 2016!

In this month's ECO newsletter we highlight the launch of Ofgem E-Serve's new Twitter feed and LinkedIn page.

We highlight an upcoming consultation on 'U-values' and point to our updated consumer FAQ on our website. We also point to DECC's new Household Energy Efficiency National Statistics, and our own updated ECO public reports.

We also have a new section on upcoming events of interest, as well as links to Ofgem consultations you may wish to respond to.

We value your feedback, so feel free to [contact the ECO](#)

Quick links

[ECO explained](#)

[ECO guidance](#)

[Information for consumers](#)

[Information for installers](#)

[Information for suppliers](#)

[Contact us](#)

[Team](#) with suggestions for how we can improve our newsletter.

The ECO Team

[Give us your feedback](#)

Latest news and updates



Updated consumer FAQs

We have updated our [consumer FAQs](#) on complaints regarding standards of installation.

This now outlines in detail the steps consumers should take if they have a complaint regarding the standard of installation for an ECO measure.

It also describes the information on measures we can provide, and how to go about requesting it.

[View the FAQ](#)



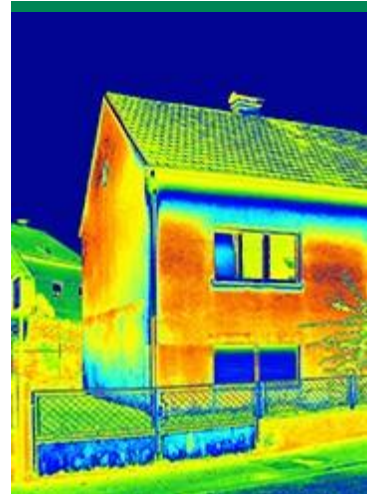
E-Serve's new social media channels

Ofgem E-Serve has launched two new social media channels – [Twitter](#) and [LinkedIn](#) – and will be providing news and updates for stakeholders.

We'll be aiming to provide a range of useful insights and information about the various government schemes we administer. We'd welcome your suggestions on what information you'd like us to share.

You can follow us on Twitter [@ofgem_eserve](#) and visit our [LinkedIn page](#).

[Follow us on Twitter](#)



Upcoming U-values consultation

Sometimes U-values are overwritten when calculating savings for ECO measures.

While we recognise that this may be appropriate in some circumstances, we have concerns that U-values could be overwritten incorrectly.

To help give confidence in these overwritten values, we are considering providing some extra guidance and intend to consult on this in the coming weeks.

[View publication page](#)

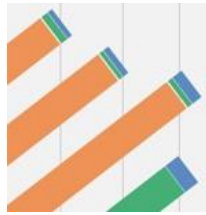
Other recent developments

ECO compliance update

Our [monthly compliance update](#) shows energy companies' progress towards their ECO targets.

The information is displayed in charts and data tables.

The overview of energy companies' progress towards their ECO2 targets is based on measures notified by the end of November 2015 and approved by the end of December 2015.



ECO Guidance

Here you can access guidance and information on the legislative provisions of the ECO2 Order and how we administer the scheme. [Read more](#)

Public reports

View all progress reports for ECO published to date. This page will be updated regularly. [Read more.](#)



DECC's Household Energy Efficiency National Statistics

DECC has published its new [quarterly statistical release](#) on ECO and the Green Deal.

This includes information on the provisional number of ECO measures installed by installation month, and covers installations up to October 2015.

DECC's [timetable](#) of statistical release for the next twelve months has also been published.

Consumer FAQs

Our ECO FAQs help improve understanding of the scheme among domestic consumers. [Read more.](#)

Upcoming events

Come and meet us

Ofgem E-Serve will be attending a number of events in the next couple of months. Look out for our stand at Ecobuild and at All Energy.

If you are going to either event and have any ECO queries, or want to find out more about the other schemes we administer, please come and speak to us.

8-10
Mar

Ecobuild 2016
Excel, London
[Read more](#)

4-5
May

All Energy 2016
SECC, Glasgow
[Read more](#)

Ofgem consultations



Forward Work Programme and Simplification Plan consultations

[Ofgem's Forward Work Programme](#) sets out for consultation how we plan to use our resources to make the greatest positive difference for consumers in the coming financial year. Please send your responses to us by noon on 17 February 2016.

We also have a legal duty to keep our activities under review and to publish an annual [Simplification Plan](#), explaining what we intend to do to reduce or remove regulatory requirements which have become burdensome. We'd like your ideas for what we could do to simplify, clarify and make our regulation work better. The consultation is open until Thursday 11 February.

About ECO

ECO is a government scheme to reduce carbon dioxide emissions from Britain's domestic housing and support people living in fuel poverty by funding energy efficiency improvements.

It places legal obligations on larger energy suppliers to deliver energy efficiency measures to domestic premises in Great Britain. The scheme began in 2013, and the overall obligation period for the second phase of ECO (ECO2) runs from 1 April 2015 to 31 March 2017.

Ofgem E-Serve is the administrator of ECO while DECC is responsible for the policy.
