

Quality of Documentation *ECO Reporting Working Group Guide*

When completing ECO documentation, energy companies have requested that the points below are followed as a minimum standard.

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| 1. | All pages of any documentation must be present unless you have prior agreement from the energy company/funding supplier. |
| 2. | Documentation must be completed fully. |
| 3. | All documentation must be readable, including where photographic evidence of documents (i.e. benefit letters) are taken. |
| 4. | Where conclusions or comments are required on documentation these must be detailed and not one-word answers. |
| 5. | Evidence should be provided as .pdf files where possible. Where customer documents are provided, such as benefit letters, personal information not relevant to ECO should be redacted. |
| 6. | Signatures and dates must only be used where they are embedded/consistent in the documentation. Signatures must not be copied and pasted. |
| 7. | All documentation must be completed, signed and dated by the appropriate individual, i.e. operative, landlord, customer/householder. |
| 8. | There should be no amendments to signatures or dates. |
| 9. | Evidence should be provided as stand-alone files and not embedded within other documents/files. |
| 10. | Don't hide any mistakes; any errors in documentation should be scored through with a single line and the correction written alongside, signed (by the original signatory) and dated. Correction fluid should not be used. |
| 11. | All forms must be clear and comprehensible and therefore where possible abbreviations should be kept to a minimum and no 'text message' language should be used. |
| 12. | All forms may be branded provided the agreed template wording stays the same as the forms published on the Ofgem website. |
| 13. | If you wish to make any changes or additions to any of the forms you must get prior agreement from the energy company/ funding supplier. |
| 14. | Information provided in documentation should be consistent between documents, i.e. measure or product information should not change. |
| 15. | Compliance with the GDPR Principals is essential, including Article 5 ensuring data is accurate, processed lawfully, fairly and in a transparent manner. |