



Roles and Responsibilities Under ECO4 Flex & GBIS Flex

The Council:

1. Sign and Publish a Statement of Intent (Sol) to participate in ECO4 Flex/GBIS Flex.
2. Onboard and manage a framework of preferred ECO4 Flex/GBIS Flex providers/installers.
3. Identify eligible consumers/households via the use of preferred ECO4 Flex/GBIS Flex providers/installers.
4. Assess referrals and evidence submitted against the eligibility criteria set out in the Sol (Routes 1 to 3).
5. Issue Declarations to the preferred ECO4 Flex/GBIS Flex providers/installers for all eligible households. A Declaration confirms that a household is considered eligible under one of the three referral routes, and that evidence has been collected to demonstrate this.
6. Choose which Declarations to sign. The Council does not have to sign or approve any Declaration where there is a suspicion of fraud. Suspected fraud can be reported to counterfraud@ofgem.gov.uk
7. Sign a data sharing agreement with Ofgem and submit Declaration notifications to Ofgem for all eligible households.
8. Address and remedy Declaration mismatches identified by energy companies and Ofgem.
9. Collect evidence and retain proof of eligibility for up to 5 years following the end of the scheme, in preparation for Ofgem and supplier audits.

The Council is not required/obligated to partake in the resolution of disputes that arise under ECO4 Flex/GBIS Flex but will direct consumers/residents to Trustmark, Microgeneration Certification Scheme (MCS) and scheme providers – these organisations are responsible for overseeing the quality of works carried out under ECO4/GBIS. The Council may also sign post residents to the Citizens Advice Consumer Service (CACS) where appropriate.

Housholder/Consumer:

1. A consumer/resident does not have to agree to, or sign a contract with an installer, for any works they do not consider suitable for their home.
2. The agreement for works to be carried out is a contractual agreement/arrangement between the homeowner/consumer and the installer; the Council is not party to this.
3. A consumer/homeowner (or the landlord where relevant) must ensure that they have the correct building regulations, planning and environmental permissions in place prior to the commencement of works at the property.

Suppliers and Installers:

Key responsibilities for suppliers and installers include:

1. Obligated Suppliers/Energy companies fund the installation of energy efficiency measures in eligible households.
2. Ensuring that all relevant members of the supply chain, including installers, Retrofit Assessors, and Retrofit Coordinators are TrustMark registered and comply with PAS 2035 and MCS standards.
3. Confirming whether a property is eligible via a SAP or RdSAP assessment. Installers will determine whether a property meets SAP band and tenure type eligibility requirements following their initial SAP or RdSAP assessment.



4. Determination of which of the schemes (ECO4 or GBIS) is most suitable for a consumer's property, if eligible, and which measures are appropriate for install.
5. Notifying Ofgem of the measure(s) agreed upon and installed within a property.
6. Ensuring that scheme obligations are met, and that measures installed under GBIS Flex are delivered in line with the low-income minimum requirement.
7. In the case of an energy supplier, use their own energy debt data to identify and refer eligible customers via Supplier Flex.
8. Ensuring they have access to evidence collected to determine household eligibility.
9. Retaining evidence for eligible customers referred via Supplier Flex.

Ofgem:

Ofgem administer and regulate ECO4 Flex and GBIS Flex and produce guidance for scheme participants. Ofgem are also responsible for:

1. Checking Declaration notifications from Councils against supplier notifications.
2. Conducting supplier and Council audits.
3. Determining whether a supplier has achieved its obligations.

The Department for Energy Security and Net Zero (DESNZ):

DESNZ is responsible for:

1. Setting the scheme's policy and legislation.
2. Review and approval of Flex Route 4 proposals (Route 4 not available in Ceredigion).

TrustMark:

1. TrustMark is responsible for ensuring that installers carry out work that is compliant with PAS 2035. TrustMark performs quality assurance checks to ensure that installers are PAS 2030 certified by UKAS-accredited certification bodies.
2. TrustMark is responsible for ensuring that Retrofit Assessors and Retrofit Coordinators comply with relevant PAS 2035.
3. Measures installed according to PAS or MCS must be installed by, or under the responsibility of, a person who is registered with TrustMark for the purposes of that measure.
4. For measures not referred to in PAS or under MCS, such as some data light measures (DLMs) and innovation measures (IMs), installation must be subject to arrangements for quality assurance and consumer protection, including installation standards and arrangements for repairs and other remedies, which are equivalent to what TrustMark requires.
5. Trustmark are the point of contact for consumers who have complaints or issues regarding quality of works or installer behaviour.