

ECO Flex Guidance for Householders

Note - in this section:

- we/us = City of Lincoln Council
- you = the householder
- supplier = ECO obligated energy supplier
- installer = approved ECO installer

1. Contacting a supplier

You will need to contact a supplier who is delivering the scheme. Ofgem provides a [list of ECO obligated suppliers](#) on their website.

You can contact any of the suppliers to find out how they can help you. You don't need to buy your energy from them.

The supplier will check that both you and your property are eligible. They will also be able to assess eligibility for other relevant programmes.

Even if you are eligible, the energy supplier or installer may decide not to install any measures.

2. Application

You need to complete an application form and provide evidence that you are eligible.

Your chosen installer will submit the application to us on your behalf. You must not send your application to us.

3. Eligibility confirmed

If we confirm your eligibility, we will issue a declaration to your chosen installer. The installer needs to pass this on to the relevant supplier.

Our declaration will not guarantee the installation of any measures. The final decision on whether you receive any support will be with the supplier.

Once they have permission to start work, the installer may need to do a survey to get a more accurate cost of the job.

If the cost of installation is below the cost of the suppliers' offer, the work will go ahead free of charge. If not, you may need to pay the extra. Your installer will confirm this.

You don't have to proceed with the scheme if you don't think the works are appropriate or affordable.

4. Who to contact

Contact your installer if you want to

- make any enquiries
- check on progress
- raise any concerns

Do not contact City of Lincoln Council.

As Ofgem manages the ECO scheme, you should refer any concerns or complaints to them. You can find more details on [Ofgem's FAQs](#).

5. City of Lincoln Council involvement

We limit our involvement to the declaration of eligibility and is not responsible for:

- issuing the funding
- appointing contractors
- installing the works
- checking the quality of the completed work

By participating in the ECO Flex scheme, we seek to support those who are:

- experiencing fuel poverty
- vulnerable to living in a cold home

As such, we recommend installers offer you measures that are affordable and the most energy-efficient.

An installer may contact you claiming to be working under the ECO scheme. You should not accept face-to-face cold-call enquiries. Installers must:

- provide ID in all circumstances
- be TrustMark accredited with a registration number. To check visit [Find A TrustMark Trader](#).

6. City of Lincoln Council endorsements

We do not endorse any company connected to

- the application process
- installation of ECO Flex grants or products

This includes:

- energy companies
- ECO installers/contractors
- grant agents

You should seek independent advice to make sure that you are being offered the best deal.

7. City of Lincoln Council liability

We accept no responsibility or liability resulting from:

- any negative consequence from you accepting an ECO Flex grant
- damage or loss arising from you accepting an ECO Flex grant
- efforts connected to the preparation, application or survey before a grant
- damage or loss arising from works

You should contact the supplier or installer if you have any grievances or issues with:

- the grant works
- the application process