



Great British Insulation Scheme (GBIS) & Energy Company Obligation (ECO) Scheme

GUIDANCE NOTE FOR INSTALLERS

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

Installers interested in working in Conwy should contact CCBC in the first instance (ecoflex@conwy.gov.uk). Installers are asked to complete an 'on-boarding' form and provide copies of their PAS, MCS and TrustMark accreditations. We also require subcontractor accreditation details.

CCBC keep a record of expiry dates and will request updated accreditation details when necessary. Declarations will not be submitted to any installer with expired accreditation.

1. CCBC discourages installers, or canvassing companies, from undertaking cold calling face-to-face contact. We insist that initial contact to householders is via phone, email, letter or a leaflet drop. Any complaints received from householders regarding cold calling will be investigated and could result in declarations not being issued by the Council.

Installers must not use any CCBC branding or suggest they are working on behalf of CCBC.

2. It is the installers' responsibility to be point of contact for the householder and ensure that they are aware of how the application process works. Please ensure householders are aware that the scheme is private sector led and that funding is awarded via energy companies – CCBC's involvement is limited to confirming eligibility of the householder, under the scheme's criteria.

Please ensure that the householder has your contact details, including named contact, telephone number and e-mail address.

3. Applications must only be submitted to CCBC via an 'on-boarded' installer. An administrative fee of £150 + VAT (per declaration) will be charged at point of processing. This charge is payable within the terms stated on invoice and is applicable regardless of whether a declaration is issued or not. Any installer with overdue invoices will be unable to submit further applications until their account is settled.

Under no circumstances is this cost to be covered by the householder receiving assistance.

Applications must be submitted using the most up to date version of CCBC's application form, as found on our website. Every effort will be made to inform 'on-boarded' installers of any changes, but we would recommend installers check the website regularly. Please ensure each application is completed entirely and that the installer as well as CCBC's privacy notice is provided alongside.

Processing times cannot be guaranteed but will begin within 10 days of application submission. We would recommend that installers make use of our evidence checklist, to reduce the need for CCBC to request further information. Householders must be made aware of the evidencing requirements of the scheme.

4. By participating in the ECO-Flex scheme CCBC seeks to support those households who are experiencing fuel poverty and are vulnerable to living in a cold home. To ensure that those eligible householders capitalise from the scheme, installers must recommend the most affordable and energy efficient infrastructure for the householder and the property and not just propose those measures which may secure a higher level of grant intervention.

You must advise householders of any works and additional costs which cannot be funded through the ECO-Flex scheme and explain to them that they may have to cover these costs. Householders must be informed that they are not obliged to proceed with the scheme if they do not believe that the improvement works are appropriate or affordable to them.

5. CCBC will only issue one declaration per address, identified by a unique reference number (URN), which is reported to Ofgem prior to installer declaration issue. Installers should confirm with the householder whether they have engaged any other installer prior, and ascertain whether a contractual agreement is already in place. In the absence of a contractual agreement and instance whereby the householder has changed their mind, CCBC can arrange transfer of the existing declaration to the new installer. Please contact CCBC (ecoflex@conwy.gov.uk) for more information.
6. All application documentation or enquiries should be sent to:

ecoflex@conwy.gov.uk

Coed Pella, Conwy Road, Colwyn Bay, LL29 7AZ