Energy Company Obligation (ECO) and ECO Flexibility Scheme Customer Journey

Carlisle City Council

Version 1 –2018

ENERGY EFFICIENCY MEASURE IS INSTALLED BY ECO installers (LOT 1 )

Insulation requires a client contribution

Evidence of eligibility is sent to HIA with relevant forms

Installation requires contribution

ENERGY EFFICIENCY MEASURE IS INSTALLED BY installers (LOT 2)

ECO supplier to keep record of all ECO Flex Confirmations

Records sent to the Department of Business, Energy & Industrial Strategy

not ECO flex Eligible

Customer assessed against ECO Flex criteria by City Council HIA

NOT ECO Eligible

ECO Eligible

Customer is assessed against ECO eligibility

Customer assessed for Discretionary Housing Grant by HIA

Eligible ECO flex criteria Eligible t

City Council HIA assess customer for Discretionary Housing Grant for assistance

Customer applies for Discretionary Housing Grant

No Customer Contribution

HIA refers clients to energy efficiency installers (LOT 1)

Customer self refers to ECO Supplier

Customer self refers to Homelife Carlisle HIA Carlisle City Council