

ECO4 Scheme (including ECO4 Flex): E.ON Information Document

FREE¹ home energy efficiency upgrades are available to **eligible households** through the ECO scheme

The Government-backed Energy Company Obligation (ECO) aims to help eligible households install energy efficiency solutions at no cost to you¹ thereby reducing energy bills and improving the warmth of residents' homes. The scheme has been updated to make it better than ever in its new version (ECO4) and is now designed to upgrade the most inefficient homes by installing a tailored package² of heating and insulation upgrades, that will improve the **Energy Performance Certificate (EPC) rating of your home** (hyperlink: <https://www.gov.uk/find-energy-certificate>).

The Vale of Glamorgan Council is working with E.ON to help eligible households in the Vale of Glamorgan. E.ON will manage and deliver the scheme, but you do not need to be an E.ON customer to apply and you won't be required to become an E.ON energy customer. If eligible, E.ON will help residents to access the funding to install the energy efficiency upgrades, co-ordinate with local and national accredited contractors to survey the property and install the upgrades and provide ongoing support throughout the process.

Which energy efficiency upgrades are available?

If eligible, E.ON's contractors will carry out a detailed survey of the property to check which upgrades would be suitable for the home. They'll then propose a tailored package² of heating and insulation improvements that could help make heating your home cheaper and easier to run. Residents could benefit from a combination of the following energy efficiency upgrades:

- Cavity/solid wall insulation
- Loft/underfloor insulation
- Low carbon heating system (air source heat pump)
- Boiler upgrades
- Solar PV

Who is eligible?

To benefit from this scheme, residents must meet the following criteria:

- Your property has an EPC rating of D, E, F, or G (rented properties must be E, F or G rated) and
- You receive one or more means tested benefits, or
- You're in receipt of child benefit (income thresholds apply), or
- You qualify under a Local Authority or supplier flex declaration

Please find a link to the Statement of Intent on the Council's Home Energy Efficiency webpage.

How to apply

As our delivery partner, E.ON will take you through the journey from application to installation.

You can apply for the free funding by calling the E.ON team on **0333 202 4422**. They're open Monday to Friday 9am to 5.00pm. Alternatively you can email the E.ON team on eoncommunityprojects@eonenergy.com including your name, address and contact details and one of the team will be in touch to discuss your circumstances.

E.ON will be the Data Controller for the personal data collected and used in respect of ECO4 and ECO4 Flex in the Vale of Glamorgan. In some cases (ECO4 Flex), E.ON may need to share your personal data with the Vale of Glamorgan Council so that the Vale of Glamorgan Council can confirm eligibility.

Please find links to the Privacy Notices below:

E.ON: [Our privacy policy | Using your personal data | E.ON \(eonenergy.com\)](#)

Vale of Glamorgan Council: [Vale of Glamorgan Council Privacy Notice](#)

What happens after I apply?

Scheme qualification - E.ON will determine if you are eligible to qualify for the ECO scheme and will arrange for you to have a home survey if you do.

Free home survey - E.ON will arrange a date and time for a contractor to visit your property to determine what improvements are suitable for your home. They will propose a bespoke package of upgrades and there is no obligation to proceed with the recommendations.

Installation - The energy efficiency improvements for your home will be carried out by E.ON's accredited contractors.

Aftercare - E.ON will continue to provide you with ongoing support. Warranties, guarantees, and terms and conditions will be provided on completion of the installations. **E.ON is solely responsible for the work and service provided, not the Local Authority.**

The legal bit

¹ All applications need to meet the ECO eligibility criteria as set by OFGEM and will be subject to a free independent home survey. Measures will be free if installed in accordance too the standard scope of works.

² The ECO4 funding offer will be subject to a tailored package of improvements that will be required to improve your property's EPC rating, The package of measures to be installed will be highlighted to you for your agreement prior to installation.