



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

### GUIDANCE NOTE FOR HOUSEHOLDERS

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

The GBIS and ECO schemes focus on improving energy efficiency for eligible households, through funding provided via Energy Suppliers. Conwy County Borough Council's (CCBC) administrative role within the scheme is limited to confirming individual/household eligibility and we will not be responsible for issuing the funding, appointing contractors or installing the works. The schemes are available for owner-occupiers and those in private rented accommodation.

We've compiled a list of key points and guidance for the scheme below:

1. Installers are currently operating within North Wales and the wider UK - some contact you direct via phone, e-mail, door knock, letter or leaflet. CCBC strongly recommends that you do not accept face-to-face cold call enquiries and that adequate proof of identification is provided by installers in all circumstances. In order to submit applications to CCBC, installers must 'on-board' and provide copies of their PAS, MCS and TrustMark accreditations. CCBC do not hold an 'approved' list of installers, and do not perform background checks of business history. CCBC cannot recommend nor endorse a particular installer and would recommend that householders carry out their own due diligence prior to any commitment.

**CCBC accepts no responsibility or liability resulting from any negative consequence, damage or loss arising from any works instructed through the GBIS or ECO Schemes. Grievances and issues should be raised with Ofgem or TrustMark.**

2. Upon enquiry, an installer will check whether your circumstances meet the scheme's eligibility criteria and arrange for a survey of the property to be carried out. Should the property meet the technical eligibility criteria of the schemes, the householder will be asked to complete an application form, which will be submitted to CCBC to determine eligibility officially. The installer will then send a report to an Energy Supplier to determine the level of grant funding available for your energy efficiency improvements.

**Please be advised that applications must be submitted via your installer and not directly to CCBC.**

During the application process, the installer will ask you for supporting documents, which will change dependent on which eligibility route you are applying under. This could include financial or health data and you can find further information on how we deal with your data in our Privacy Statement.

3. CCBC charges £150 plus VAT to cover the administration costs. This is charged to the installer not the householder and in no circumstances can the installer ask you to pay this charge.
4. Once CCBC has confirmed your eligibility, we will issue a declaration to the installer. This will be submitted to an Energy Supplier alongside supporting documents, in order for the final eligibility decision to be made.

**Please note that a signed declaration from CCBC does not guarantee overall eligibility for installation under the scheme.**

5. Should the Energy Supplier confirm your installation is eligible, the installer will need to come to your home to conduct another survey to accurately price for the cost of works.

If the cost of installation is below the cost of the offer by the energy company, the work will go ahead free of charge. If not, you may be required to make a financial contribution that the installer will advise on.

**Please note that you are under no obligation to proceed with the installation at this stage.**

6. CCBC can only issue one declaration per address. Should you wish to change installers, and you have yet to sign a contractual agreement, you can apply for your declaration to be transferred to your new installer. Please speak with your installer, who can take you through the process.