



CONWY COUNTY BOROUGH COUNCIL
ECO-FLEX GUIDANCE NOTE FOR HOUSEHOLDERS

ECO-Flex scheme is run by private companies and the funding for the improvements is awarded by the energy companies. Conwy County Borough Council's involvement is limited and will not be responsible for issuing the funding, appointing contractors or installing the works. Funding is only available for private owner occupiers and private rented tenants.

1. Householders will need to make contact with an installer who is delivering the scheme. A number of installers are currently operating within North Wales. Some of these companies may contact you direct via phone, e-mail, door knock, letter or leaflet. The Council 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. The Council is not in a position to endorse or recommend a particular agent, but would advise that you seek independent advice to ensure that you are being offered the best deal.
2. If you are interested in receiving energy efficiency improvements, the installer will check that you and the property meets the scheme's eligibility criteria. They will also arrange for a survey of the property to be carried out looking at such things as the age of the boiler, existing insulation measures in place and the number and size of the rooms.

Eligibility Criteria: applicants must be living in fuel poverty or are vulnerable to the effects of living in a cold home and live in a property with an EPC certificate of E, F or G or score highly on the application form if they don't have an EPC.

Householders will be asked to complete a short application form that is submitted to Conwy County Borough Council for determining eligibility.

The application form must be returned to the installer who will submit the application on your behalf. The form MUST NOT be directly sent to the Council by the householder.

The installer will send a report to an energy company who will then offer a sum of money that they deem appropriate to improve the energy efficiency rating of the property.

3. The Council charges £100 plus VAT to cover the administration costs. This cost is paid by the energy supplier or the installer not the householder. **In no circumstances can the installer ask you to pay this charge.**

4. Once the Council has confirmed the eligibility, the installer will then need to pass this to an energy company, together with proof that the client lives at the property (e.g. a household bill) and proof of ownership.
5. The decision on whether you receive any support will be made by the energy company. A signed Declaration by Conwy County Borough Council will not guarantee the installation of any improvements as the final decision will be with the energy company.
6. 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: You are under no obligation to proceed with the installation at this stage.

If a financial contribution is required by the householder, there may be grants or loans to assist with this. For further information contact the Housing Improvements Team on 01492 574641

7. Once the installer makes a firm offer to you they will order the materials and/or arrange a contractor and book a date to undertake the improvement works.

Conwy County Borough Council accepts no responsibility or liability resulting from any negative consequence, damage or loss arising from an ECO FLEX grant being accepted or arising from works or efforts connected to the preparation, application or survey prior to a grant.

Conwy County Borough Council does not endorse any specific energy supplier, grant installer or company connected to the application or installation of ECO flex grants or products.

Any grievance or issue raised against grant works or application process, should be taken up with the installing party / financier. Conwy County Borough Council limits its involvement to the declaration of eligibility. This scheme is regulated by Ofgem and any concerns or complaints should be referred to Ofgem.