

March 2025 Community Forums Briefing: The Energy Company Obligation Flexible Eligibility

(ECO Flex) scheme

North Herts Council is working in partnership with the charity National Energy Foundation to offer the ECO4 and Great British Insulation Flexible Eligibility schemes.

The ECO and Great British Insulation Schemes (sometimes referred to as GBIS) require energy suppliers to deliver insulation and heating measures to homes with the aim of reducing home heating costs for fuel poor households.

By introducing the flexible eligibility scheme at North Herts, known as ECO Flex, more residents may be eligible for funding for insulation and heating measures.

For residents living in hard to heat, poorly insulated homes, there's three routes to qualify which relate to household income, having a medical referral or proof of having someone vulnerable to the cold living at the house.

For further information or check if you qualify, go to www.north-herts.gov.uk/energy-efficiency-schemes-and-advice or contact the Better Housing Better Health helpline on 0800 107 0044, an independent service delivered by the National Energy Foundation.

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Further detail on eligibility:

To qualify, residents must be living in hard to heat, poorly insulated homes (with EPC rating of D-G for owner occupied and EPC E-G for rented) and then follow one of the routes to qualify:

Route 1: Having gross household income less than £31,000

Route 2: a combination of two proxies such as proof of council tax reduction due to low income, someone at the house being vulnerable to the cold, such as ages 65 and over or under 5, a child at the house qualifying for free school meals or having a referral from Citizen's Advice

Route 3: Having a medical referral from a doctor or other NHS health provider