Appendix 2 - ECO Flexible Eligibility – Simple Process Diagram

1. Customer Enquiry

- customer makes enquiry via phone or website
- customer may also be referred via a third party

2. Contractor Assessment

- contactor checks customer eligibility for ECO Flex
- requests evidence be sent to LA
- then refers customer details on to LA

3. LA Assessment

- LA receives evidence and checks validity
- retains evidence for a minimum 6yr period
- produces LA declaration to send to contractor

4. Installation and Payment

- contractor makes assessment and installs measure(s)
- if required customer makes top-up payment

5. Contractor Reports

- contractor sends report to LA of completed works
- contractors sends ECO report to energy company

Client referral, evidence collection and submission to LA could potentially all be completed by the contractor