

# Consultation

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## Administration of Mid-Scheme Changes to ECO4 and GBIS

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Publication date:	07/04/2025
Response deadline:	12/05/2025
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We are consulting on our proposed administrative approach to mid-scheme changes to the current Energy Company Obligation scheme (ECO4) and the Great British Insulation Scheme (GBIS), as set out by government. We invite views from scheme stakeholders and the public, particularly from obligated suppliers and supply chain partners.

This document outlines the scope, purpose and questions of the consultation and how you can get involved. Once the consultation is closed, we will consider all responses. We want to be transparent in our consultations. We will publish the non-confidential responses we receive alongside a decision on next steps on our website at [ofgem.gov.uk/consultations](https://www.ofgem.gov.uk/consultations). If you want your response – in whole or in part – to be considered confidential, please tell us in your response and explain why. Please clearly mark the parts of your response that you consider to be confidential, and if possible, put the confidential material in separate appendices to your response.

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## **1. Introduction**

### **Background**

- 1.1 The Department for Energy Security and Net Zero (DESNZ) consulted on mid-scheme changes to the current Energy Company Obligation scheme (ECO4) and the Great British Insulation Scheme (GBIS). This consultation ran from 14 November 2024 to 12 December 2024.
- 1.2 ECO4 and GBIS commenced on 1 April 2022 and 31 March 2023 respectively and are due to end concurrently on 31 March 2026. ECO4 has been amended previously, as part of the Design of the Energy Company Obligation: 2023-2026 consultation and government response that saw the creation of GBIS. Ofgem consulted on the administration of GBIS and ECO4 amendments from 11 May 2023 to 17 June 2023 and published a decision document on 22 August 2023.
- 1.3 The government response to the mid-scheme changes to ECO4 and GBIS consultation was published on 7 April 2025. Amongst the changes to the schemes are a suite of amendments designed to increase GBIS delivery, and minor changes to installation standards and eligible measures in both schemes.
- 1.4 Ofgem ('we', 'us' and 'our' in this document) is consulting on our administration of some of the policy decisions outlined by government in their response to the mid-scheme changes to ECO4 and GBIS consultation.

### **What are we consulting on**

- 1.5 In this document, we outline the policies set out in the government response and how we propose to administer them. Where relevant, we ask questions about our proposed administration of the policies.
- 1.6 The policies are grouped into chapters that mirror the chapters in the government consultation and response.
- 1.7 We have separately published a document outlining how our proposed administration of the policies will be reflected in our ECO4 and GBIS guidance documents. This can be found on the same publication page as this consultation document.

### **Next steps**

- 1.8 Our consultation will be open for five weeks, closing on 12 May 2025.

## **Context and related publications**

- [Energy Company Obligation 4 and the Great British Insulation Scheme: mid-scheme changes - GOV.UK](#)
- [Design of the Energy Company Obligation ECO4: 2022-2026 - GOV.UK](#)
- [Design of the Energy Company Obligation \(ECO\): 2023-2026 - GOV.UK](#)
- [Ofgem ECO4 Administration Consultation Part 1 | Ofgem](#)
- [Ofgem ECO4 Administration Consultation Part 2 | Ofgem](#)
- [Ofgem ECO4 Administration Consultation Part 1 and 2 Decision | Ofgem](#)
- [Great British Insulation Scheme and ECO4 Amendment Administration Consultation | Ofgem](#)
- [Great British Insulation Scheme and ECO4 Amendment Administration Consultation Decision | Ofgem](#)
- [The Electricity and Gas \(Energy Company Obligation\) Order 2022 \(or the 'ECO4 Order'\)](#)
- [The Electricity and Gas \(Energy Company Obligation\) Order 2023 \(or the 'GBIS Order'\)](#)
- [Boiler Plus Standard government response](#)

## 2. Deliverability

### Section summary

This chapter outlines our approach to administering policy decisions related to deliverability in GBIS.

### Questions

- Q1. Do you agree with our proposed administrative approach to multiple insulations under GBIS?
- Q2. Do you agree with our proposed administrative approach to the notification of smart thermostats on GBIS?
- Q3. Do you agree that May/June 2025 is a feasible deadline to be able to provide a realistic plan of what, if any, ECO4 ABS you intend to reassign to GBIS?
- Q4. Do you agree that suppliers should request the total ABS/ECO4 delivery that they want to be reassigned to GBIS by 31 July 2026?
- Q5. Do you agree with our proposed approach to reporting before and after ABS has been reassigned?

### Loft and cavity wall in the same GBIS project

- 2.1 GBIS currently allows only one insulation measure per household. Government has decided to increase the number of insulation measures that can be installed within a GBIS project to two measures.
- 2.2 Any two of the following insulation measure types may now be installed in a single property under GBIS in specific circumstances:
- Cavity wall insulation
  - Loft insulation
  - Under floor insulation
  - Solid floor insulation
  - Pitched roof insulation
- 2.3 Both insulation measures must be installed as part of the same retrofit and be promoted by the same supplier. Both measures must be completed on or after the date of consultation (14 November 2024), and the second insulation measure must be completed within 3 months of the first (and no later than the

overall scheme deadline of 31 March 2026). There will be no extensions to the 3 month installation deadline.

- 2.4 These may be accompanied by secondary heating controls. These rules apply to both the general and low-income eligibility groups.

### **Proposed administrative approach**

- 2.5 We will implement the change in rules through our current duplicate resolution process, to allow for multiple insulation measures to be notified for a project under GBIS. Currently, the notification of two GBIS insulation measure types in a home would flag as a duplicate error during our process. We will adjust our checks so that these measures will not be flagged as duplicates, if installed after 14 November 2024. The identification and resolution of duplicates is a process that runs independently of automated measure processing. Suppliers can notify these measures the same as any other, and no change will be made to the notification template. We will validate that measures have been installed as part of the same retrofit through the "TrustMark Project Reference Number" field on the template.
- 2.6 While they may be installed now, we will not be able to approve these second insulation measures until after the legislation comes into force. As such suppliers should only notify any second insulation measures after the legislation comes into force. The first insulation measure and any secondary heating controls may be notified as normal.
- 2.7 This approach differs from smart thermostats (see the below section) because identifying and excluding secondary insulation from processing is more burdensome and would likely delay processing rounds and the approval of other measures.
- 2.8 We will allow notification extensions for these measures so suppliers will not be impacted by missing the notification deadline. To reduce inconvenience to suppliers, once the legislation comes into force, they should submit a single notification extension request containing all the second insulation measures installed up to that date.
- 2.9 Where a GBIS retrofit contains secondary heating controls associated with a primary insulation measure, and that insulation measure is subsequently rejected, the secondary heating controls will remain eligible, provided there is a second eligible insulation measure in that retrofit. Suppliers will need to make a



notification change request to swap the association to a valid insulation measure.

- 2.10 There are circumstances in GBIS where an insulation measure may be split into two notifications, such as cavity wall and party cavity wall, and loft insulation of varied depth.<sup>1</sup> These are still considered a single insulation measure and can be notified alongside a second insulation measure from the list above.
- 2.11 We will implement checks on transfer requests to ensure multiple insulation measures installed in the same retrofit are transferred together.

### **Question**

1. Do you agree with our proposed administrative approach to multiple insulations under GBIS?

### **Smart thermostats**

- 2.12 Smart thermostats will be introduced as their own measure type in GBIS. GBIS currently only allows heating controls in owner-occupied households in the low-income group as a secondary measure to a primary insulation measure. Smart thermostats can be installed in GBIS currently but can only be notified as a standard Programmer and Room Thermostat (P&RT) measure.
- 2.13 This amendment will enable smart thermostats to be delivered under GBIS as a secondary measure in owner occupied low-income households. This will take effect from the publication date of the government's consultation.

### **Proposed administrative approach**

- 2.14 We propose to adopt the smart thermostat measure type and scores that are used under ECO4, and mirror the approach taken to existing eligible heating controls under GBIS, to align measure eligibility for the schemes. This means that they will be required to meet the criteria set out in the Boiler Plus Standard,<sup>2</sup> which requires them to incorporate automation and optimisation, as well as some form of wider connectivity to enable remote control of the central heating system.
- 2.15 The GBIS Register will be updated to enable the notification of smart thermostats prior to the legislative amendments coming into force. However,

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<sup>1</sup> See paragraph 5.5 onwards in the Great British Insulation Scheme Delivery Guidance v1.1: [Great British Insulation Scheme Delivery Guidance | Ofgem](#)

<sup>2</sup> See Boiler Plus Standard government response in Context and related publications

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these measures will remain in 'On Hold' status until the coming into force date of the legislation. The GBIS Partial Project Scores (PPS) matrix will also be updated to reflect this change. We will distribute communications on both processes as updates are implemented.

- 2.16 The score for a smart thermostat measure assumes a P&RT is present. If a P&RT is not present at the start of the project, and a smart thermostat is installed, the annual bill saving is larger than the smart thermostat score assumes. In this case, suppliers should notify both a P&RT and a smart thermostat measure to be awarded partial project scores for each, even though only a smart thermostat is installed.
- 2.17 If a P&RT is present at the start of a project where a smart thermostat is installed, suppliers must only notify a smart thermostat. Suppliers may only notify a smart thermostat measure where the Date of Completed Installation (DOCI) is after the date of the government's consultation. The footnote to paragraph 5.52 of the GBIS Delivery Guidance v1.1 states that "an installer may choose to install a smart thermostat instead, but this can only be notified as a P&RT and no additional score will be awarded", this will be amended to align with changes outlined above. Please see Table 1 - Scenarios for smart thermostat notification below to determine how to notify the measure.

**Table 1 - Scenarios for smart thermostat notification**

<b>Scenario</b>	<b>Installation date</b>	<b>Notification deadline</b>	<b>Approach</b>
No P&RT present	DOCI before 14 November 2024	N/A	Notify P&RT only
P&RT present	DOCI before 14 November 2024	N/A	Notify P&RT only
No P&RT present	DOCI after 14 November 2024	Before register change live	Notify P&RT. Submit extension request for smart thermostat measure.
P&RT present	DOCI after 14 November 2024	Before register change live	Submit extension request for smart thermostat measure
No P&RT present	DOCI after 14 November 2024	After register change live, following Ofgem communication.	Notify both P&RT and smart thermostat.
P&RT present	DOCI after 14 November 2024	After register change live, following Ofgem communication.	Notify smart thermostat only.

**Question**

2. Do you agree with our proposed administrative approach to the notification of smart thermostats on GBIS?

## **ECO4 counting towards the GBIS obligation**

- 2.18 Government will enable obligated suppliers to reassign a portion of annual bill savings (ABS) achieved under ECO4 to their GBIS obligation. Any ECO4 delivery would count towards the GBIS low-income minimum requirement and, therefore, can be reassigned to GBIS.
- 2.19 The proportion of the GBIS total home heating cost reduction obligation that can be achieved through ECO4 delivery will be capped. Suppliers must deliver at least 25% of their GBIS obligation through delivery of GBIS measures and may deliver up to 75% of their GBIS obligation through delivery of ECO4 projects.
- 2.20 ECO4 delivery reassigned to be counted towards GBIS will be subject to a conversion factor of 1.251 (i.e. each ABS delivered through ECO4 will be worth 1.251 ABS in GBIS). GBIS delivery over and above a supplier's achievement of 25% of their GBIS obligation will be subject to a conversion factor of 1.716 (each ABS achieved over 25% of a supplier's GBIS obligation will be treated as being worth 1.716 ABS towards the GBIS obligation).
- 2.21 Government will also be removing GBIS annual targets. This will mean that any ECO4 ABS to be reassigned to GBIS need not have been delivered within a particular GBIS phase.
- 2.22 The reassigned ABS will not be associated with particular measures or projects that have been delivered. Therefore, suppliers will not need to select which projects have contributed towards the ECO4 ABS to be reassigned, nor will we need to select projects or measures as part of this process.
- 2.23 ECO4 delivery must have been achieved under ECO4 rules to be reassigned to GBIS. All ECO4 projects will remain subject to ECO4 existing project rules, even if ABS is reassigned to GBIS. Should a project be rejected after ABS has been reassigned the ABS associated with it will be deducted from a supplier's achievement against their ECO4 obligation.

## **Proposed administrative approach**

- 2.24 There will be two windows in which suppliers will be requested to indicate the amount of ECO4 ABS that they intend to reassign to their GBIS obligation, followed by a deadline by which they must confirm the reassigned ABS. Suppliers will be expected to consider conversion factors when the planning reassignment of ABS.

- 2.25 The first window will be in early summer (around May or June) 2025 as part of a wider request for information (RFI) from suppliers. We will ask suppliers how much (if any) ECO4 ABS they *intend* to reassign to their GBIS obligation by completing a template with set questions. This will enable us to anticipate suppliers' fulfilment of their ECO4 and GBIS obligations. During a second window in November 2025, we will request an update from suppliers on how much ABS they intend to reassign, considering any increase or decrease in delivery rates. We may also ask for additional evidence, such as delivery contracts that are in place.
- 2.26 Suppliers will be required to formally request to Ofgem by 31 July 2026 the value (if any) of ABS from ECO4 delivery that they want to be reassigned to GBIS. This will allow both suppliers and Ofgem to more accurately gauge the delivery forecasted to be achieved on both schemes. Suppliers will be required to submit the request by email using a template which will be provided to suppliers ahead of the deadline.
- 2.27 As part of our final determination processes, we will apply the relevant conversion factors to ABS after the respective scheme has closed. This will be conversion factor 1.251 for ECO4 delivery to be reassigned to GBIS, and conversion factor 1.716 for GBIS delivery achieved which is over 25% of a supplier's GBIS obligation.
- 2.28 We currently report information on our website associated with suppliers' progress on achieving their ECO4 obligations.<sup>3</sup> We will continue to report information associated with ECO4 projects notified and approved. Where a supplier has delivered additional ECO4 projects with the intention of reassigning ABS from this to their GBIS obligation, this delivery will not be differentiated and will be reported during the scheme alongside all other ECO4 delivery achieved.
- 2.29 When ABS has been reassigned from ECO4 to GBIS after the scheme has closed, we will report reassigned ABS as part of the after final determination reporting intended to demonstrate whether suppliers have achieved their obligation.

### **Questions**

- 3.** Do you agree that May/June 2025 is a feasible deadline to be able to provide a realistic plan of what, if any, ECO4 ABS you intend to reassign to GBIS?

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<sup>3</sup> Energy Company Obligation Public reports and data: [Energy Company Obligation public reports and data | Ofgem](#)

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- 4.** Do you agree that suppliers should request the total ABS/ECO4 delivery that they want to be reassigned to GBIS by 31 July 2026?
- 5.** Do you agree with our proposed approach to reporting before and after ABS has been reassigned?

### 3. Installation Standards

#### Section summary

This chapter outlines our approach to administering the policy decisions related to installation standards in ECO4 and GBIS.

#### Question

Q6. Do you agree with our proposed approach to administering references to PAS 2035/2030:2023?

#### References to PAS 2035/2030:2023

- 3.1 ECO legislation currently references the PAS 2035:2019 and PAS 2030:2019 installation standards. The transition period between PAS 2035/2030:2019 and PAS 2035/2030:2023 ended on 30 March 2025.
- 3.2 For those references to remain valid beyond the transition period, government will make relevant amendments to legislation to update these references. If legislation is not laid until after the PAS transition period, government has committed to taking steps to ensure continuity and mitigate any risks of negative impacts on scheme delivery.
- 3.3 For projects delivered under PAS 2035:2019, the retrofit assessment and all measures must be handed over before 30 March 2025 and lodged with TrustMark within 20 days. Government and TrustMark have shared details on converting PAS 2035:2019 assessments into PAS 2035:2023, where retrofit assessments have been lodged under PAS 2035:2019 prior to 30 March 2025.

#### Proposed administrative approach

- 3.4 Where relevant, we will administer the scheme in accordance with PAS 2035:2023 and PAS 2030:2023 standards, following the end of the transition period between the 2019 and 2023 standards on 30 March 2025.
- 3.5 We will also amend references in our published guidance from PAS 2035/2030:2019 to PAS 2035/2030:2023.

#### Question

6. Do you agree with our proposed approach to administering references to PAS 2035/2030:2023?

## **TrustMark Certificates of Lodgement**

- 3.6 Government has committed to amending the ECO4 Order to better facilitate our ability to reject measures found by TrustMark to be non-compliant with their requirements, including PAS 2035/2030 standards and guarantees.
- 3.7 TrustMark will inform us of measures and/or projects that they have found to be non-compliant with their requirements. We will utilise this to inform our decision-making in measure and/or project notification processing.

### **Proposed administrative approach**

- 3.8 We are not consulting on this policy area. We will continue to work with TrustMark and DESNZ to address non-compliant measures.
- 3.9 Additionally, we plan to update the ECO4 and GBIS Delivery Guidance documents to reflect the amendment to the ECO4 Order clarifying the grounds on which we can reject measures found to be non-compliant with TrustMark requirements.

## **Building Fabric Repair**

- 3.10 Government has committed to amending the ECO4 Order to better define the role undertaken by the extraction assessor in response to their consultation questions on the nature of building fabric repair in ECO4.

### **Proposed administrative approach**

- 3.11 We plan to update the relevant section of the ECO4 Delivery Guidance to include the definition of the role of an extraction assessor as defined in the amended legislation.
- 3.12 Because the role of the extraction assessor is legislatively prescriptive, we do not have administrative discretion, so we are not consulting on this policy area.



## 4. Minor ECO4 and GBIS policy amendments

### Section summary

This chapter outlines our approach to administering minor ECO4 and GBIS policy amendments.

### Questions

- Q7. Do you agree with our proposed approach for administering SGLs as IMs?
- Q8. Do you agree with our proposal for administering the changeover of the rural datasets?

### Shared Ground Loops

- 4.1 Shared ground loops (SGL) are currently prohibited from being considered for the ECO Innovation Measures (IMs) route because they are regarded as district heating connections (DHC). Government has committed to amending legislation to specify that SGLs can be considered for IM approval and, therefore, be eligible to issue a relevant application to Ofgem for consideration.

### Proposed administrative approach

- 4.2 Ofgem's administration of this amendment will mirror the current administration of IMs. The Ofgem ECO4 register will be updated to enable the notification of DHC as IMs where the post-main heat source is an SGL. This is only applicable for approved innovation measures which are SGLs.

### Question

7. Do you agree with our proposed approach for administering SGLs as IMs?

### Smart Meter Requirements

- 4.3 Government sought views as to how ECO4 and GBIS can be used to increase smart meter installations, and has decided that Option 1, the voluntary pledge, will be introduced as part of the package of amendments.
- 4.4 Suitable consumers will be asked to sign a voluntary pledge stating that they will contact their supplier to organise a smart meter installation. This will happen at the pre-retrofit assessment phase and be part of the existing process wherein

the retrofit assessor provides smart meter advice. The retrofit coordinator will then confirm with TrustMark if the consumer signed the pledge.

- 4.5 If a consumer signs the pledge, they should be provided with clear information as to how they organise a smart meter installation.
- 4.6 Government has confirmed that there can be no penalties for a consumer not proceeding with a smart meter installation if they sign the pledge. Similarly, there can be no penalties if the consumer decides not to sign the pledge.

### **Proposed administrative approach**

- 4.7 Our guidance will be supplemented by government advice on how to create an effective voluntary pledge, as well a consumer information page hosted by Smart Energy GB.<sup>4</sup> It will be the responsibility of the supply chain to put suitable steps in place to realise the policy objective.
- 4.8 To allow for the effectiveness of this policy to be assessed, a tick box will be added to the TrustMark lodgement process to monitor pledge signatories.
- 4.9 As we are not proposing any changes to our administration of ECO4 and GBIS, we are not consulting on this policy area.

### **Rural Area Definition**

- 4.10 ECO4 and GBIS currently use the Office of National Statistics (ONS) 2011 Rural/Urban Classification<sup>5</sup> to identify rural properties in England and Wales, and the Scottish Government Urban Rural Classification 2016<sup>6</sup> for rural properties in Scotland.
- 4.11 As part of the mid-scheme changes to ECO4 and GBIS, suppliers will be required to use the ONS 2021 Rural Urban Classification for properties in England and Wales, and the Scottish Government Urban Rural Classification 2022 for properties in Scotland.

### **Proposed administrative approach**

- 4.12 To ensure that we continue to correctly identify rural properties, the ECO4 and GBIS registers will be updated to reflect the 2021 Rural Urban Classification for

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<sup>4</sup> See [Request your smart meter | Smart Energy GB](#)

<sup>5</sup> See [2011 rural/urban classification - Office for National Statistics](#)

<sup>6</sup> See [Scottish Government Urban Rural Classification 2016 - gov.scot](#)

properties in Wales,<sup>7</sup> and the Scottish Government Urban Rural Classification 2022 for properties in Scotland<sup>8</sup> after the legislation comes into force. This means that projects will be validated against these new datasets.

- 4.13 Our Delivery Guidance will also be updated to reflect the new datasets. The supply chain can continue to use the ONS Postcode Directory look-up<sup>9</sup>, as this tool will be updated in the forthcoming months to align with the new datasets.
- 4.14 The datasets themselves can also still be used. Both codes and classifications will remain the same. This means that for Wales, D1, D2, E1, E2, F1 and F2 qualify as rural areas and, in Scotland, 6, 7 and 8 indicate rural areas.
- 4.15 If a project is notified to us on or after the legislation comes into force, the new datasets must be used. If the project is notified before the legislation comes into force, the old datasets should continue to be used. The project notification date is therefore the point which indicates whether the old or new datasets should be used.

### **Question**

- 8.** Do you agree with our proposal for administering the changeover of the rural datasets?

### **Solar PV Batteries**

- 4.16 Currently in ECO4, a solar photovoltaic (PV) battery is not recognised within the 2012 edition of the Standard Assessment Procedure (SAP)/Reduced Data Standard Assessment Procedure (RdSAP). With PV batteries being recognised in RdSAP 10 specification, households could benefit from a reduction in heating costs by installing them during an ECO4 project. Since there is no differentiation between electricity import and export tariffs, any solar PV battery installation will not lead to an increase in a home's overall SAP score. This will not impact the project's eligibility towards receiving full project scores (FPS), however, there would not be any partial project score (PPS) for this measure.

### **Proposed administrative approach**

- 4.17 Solar PV batteries can be installed during an ECO4 retrofit. However, this will not be added as a new measure type on the scheme and does not have to be

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<sup>7</sup> See [2021 Rural Urban Classification - Office for National Statistics](#)

<sup>8</sup> See [Scottish Government Urban Rural Classification 2022 - gov.scot](#)

<sup>9</sup> See [ONS Postcode Directory look-up - Office for National Statistics](#)

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notified to Ofgem. Since there are no implications on the SAP rating of the property, installing PV batteries does not contribute to any ECO scoring.

- 4.18 As we are not proposing any changes to our administration, we are not consulting on this policy area.

### **Off-gas Heating Hierarchy IOEs**

- 4.19 Following legislative amendment to the ECO4 Order, projects must employ the most recent improvement option evaluation (IOE) reports regardless of whether it is held in the TrustMark data warehouse when considering heating measure eligibility, in line with PAS 2035 requirements.

### **Proposed administrative approach**

- 4.20 Our administration of this amendment will mirror our current administration of the off-gas heating hierarchy. As such, we are not consulting on this policy area.

## **5. Your Response, Data and Confidentiality**

### **Consultation stages**

- 5.1 The consultation will be open until 12 May 2025. We will then review the responses and publish a consultation decision.

### **How to respond**

- 5.2 We want to hear from anyone interested in this consultation. Please send your response to [ECO@ofgem.gov.uk](mailto:ECO@ofgem.gov.uk), using the response template published separately.
- 5.3 We've asked for your feedback in each of the questions throughout. Please respond to each one as fully as you can.
- 5.4 We will publish non-confidential responses on our website at <http://www.ofgem.gov.uk/consultations>.

### **Your response, your data and confidentiality**

- 5.5 You can ask us to keep your response, or parts of your response, confidential. We will respect this, subject to obligations to disclose information, for example, under the Freedom of Information Act 2000, the Environmental Information Regulations 2004, statutory directions, court orders, government regulations or where you give us explicit permission to disclose. If you do want us to keep your response confidential, please clearly mark this on your response and explain why.
- 5.6 If you wish us to keep part of your response confidential, please clearly mark those parts of your response that you do wish to be kept confidential and those that you do not wish to be kept confidential. Please put the confidential material in a separate appendix to your response. If necessary, we'll get in touch with you to discuss which parts of the information in your response should be kept confidential, and which can be published. We might ask for reasons why.
- 5.7 If the information you give in your response contains personal data under the General Data Protection Regulation (Regulation (EU) 2016/679) as retained in domestic law following the UK's withdrawal from the European Union ("UK GDPR"), the Gas and Electricity Markets Authority will be the data controller for the purposes of GDPR. Ofgem uses the information in responses in performing its statutory functions and in accordance with section 105 of the Utilities Act

2000. Please refer to our Privacy Notice on consultations, see Appendix 2 – Privacy notice on consultations.

- 5.8 If you wish to respond confidentially, we'll keep your response itself confidential, but we will publish the number (but not the names) of confidential responses we receive. We won't link responses to respondents if we publish a summary of responses, and we will evaluate each response on its own merits without undermining your right to confidentiality.

### **General Feedback**

- 5.9 We believe that consultation is at the heart of good policy development. We welcome any comments about how we've run this consultation. We'd also like to get your answers to these questions within the consultation response template:

- (a) Do you have any comments about the overall process of this consultation?
- (b) Do you have any comments about its tone and content?
- (c) Was it easy to read and understand? Or could it have been better written?
- (d) Were its conclusions balanced?
- (e) Did it make reasoned recommendations for improvement?
- (f) Any further comments?

- 5.10 Please send any general feedback comments, as part of your consultation response, to [ECO@ofgem.gov.uk](mailto:ECO@ofgem.gov.uk).

## How to track the progress of the consultation

You can track the progress of a consultation from upcoming to decision status using the 'notify me' function on a consultation page when published on our website. Choose the notify me button and enter your email address into the pop-up window and submit.

[ofgem.gov.uk/consultations](https://ofgem.gov.uk/consultations)

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Would you like to be kept up to date with *Consultation* name will appear here? subscribe to notifications:

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Once subscribed to the notifications for a particular consultation, you will receive an email to notify you when it has changed status. Our consultation stages are:

**Upcoming** > **Open** > **Closed** (awaiting decision) > **Closed** (with decision)

## **Appendix 1 – Summary of Questions**

A1.1 Please provide answers to the questions below and provide any other comments that may be relevant using the response template published separately. In all cases, please provide as much detail as possible to support your input.

Q1. Do you agree with our proposed administrative approach to multiple insulations under GBIS?

Q2. Do you agree with our proposed administrative approach to the notification of smart thermostats on GBIS?

Q3. Do you agree that May/June 2025 is a feasible deadline to be able to provide a realistic plan of what, if any, ECO4 ABS you intend to reassign to GBIS?

Q4. Do you agree that suppliers should confirm request the total ABS/ECO4 delivery that they want to be reassigned to GBIS by 31 July 2026?

Q5. Do you agree with our proposed approach to reporting before and after ABS has been reassigned?

Q6. Do you agree with our proposed approach to administering references to PAS 2035/2030:2023?

Q7. Do you agree with our proposed approach for administering SGLs as IMs?

Q8. Do you agree with our proposal for administering the changeover of the rural datasets?



## Appendix 2 – Privacy notice on consultations

### Personal data

The following explains your rights and gives you the information you are entitled to under the General Data Protection Regulation (GDPR).

Note that this section only refers to your personal data (your name address and anything that could be used to identify you personally) not the content of your response to the consultation.

#### **1. The identity of the controller and contact details of our Data Protection Officer**

The Gas and Electricity Markets Authority is the controller (for ease of reference, “Ofgem”). The Data Protection Officer can be contacted at [dpo@ofgem.gov.uk](mailto:dpo@ofgem.gov.uk)

#### **2. Why we are collecting your personal data**

Your personal data is being collected as an essential part of the consultation process, so that we can contact you regarding your response and for statistical purposes. We may also use it to contact you about related matters.

#### **3. Our legal basis for processing your personal data**

As a public authority, the GDPR makes provision for Ofgem to process personal data as necessary for the effective performance of a task carried out in the public interest. i.e. a consultation.

#### **4. With whom we will be sharing your personal data**

We will not be sharing personal data with any organisations outside of Ofgem.

#### **5. For how long we will keep your personal data, or criteria used to determine the retention period.**

Your personal data will be held for the duration of the schemes, and for a period of 7 years thereafter.

#### **6. Your rights**

The data we are collecting is your personal data, and you have considerable say over what happens to it. You have the right to:

- know how we use your personal data
- access your personal data

- have personal data corrected if it is inaccurate or incomplete
- ask us to delete personal data when we no longer need it
- ask us to restrict how we process your data
- get your data from us and re-use it across other services
- object to certain ways we use your data
- be safeguarded against risks where decisions based on your data are taken entirely automatically
- tell us if we can share your information with 3<sup>rd</sup> parties
- tell us your preferred frequency, content and format of our communications with you
- to lodge a complaint with the independent Information Commissioner (ICO) if you think we are not handling your data fairly or in accordance with the law. You can contact the ICO at <https://ico.org.uk/>, or telephone 0303 123 1113.

**7. Your personal data will not be sent overseas.**

**8. Your personal data will not be used for any automated decision making.**

**9. Your personal data will be stored in a secure government IT system.**

**10. More information** For more information on how Ofgem processes your data, click on the link to our "[Ofgem privacy promise](#)".