

ECO 4 Route Explanations

Route 1 – Household Income

Households living in private tenure SAP band D, E, F or G homes and with a gross annual income less than £31,000. This cap applies irrespective of the property size, composition or region and is from all sources of income, including both non means tested and means tested benefits.

Route 2 – Proxy Targeting

Households living in owner occupied or privately rented SAP band E, F, or G homes that meet at least two of the following proxies:

Proxy 1) Homes in England in Lower-layer Super Output Area (LSOA)1-3 on the English Indices of Deprivation 2019⁸ or homes in Wales in LSOA 1-3 on the Welsh Index of Multiple Deprivation 2019⁹, or homes in Scotland in "data zone" 1-3 on the Scottish Index of Multiple Deprivation 2020¹⁰*,

Proxy 2) A person living at the premises receives a Council Tax reduction on the grounds of low income,

Proxy 3) A person living at the premises is considered to be vulnerable to the cold under the National Institute for Health and Care Excellence (NICE) Guidance: Recommendation 2, for a reason other than their low income¹¹*,

Proxy 4) A child living at the premises is eligible for free school meals, due to low-income¹²,

Proxy 5) A person living at the premises is supported by a LA run scheme that is named and described in their Statement of Intent, and established to support people living on a low income and vulnerable to the cold under NICE Guideline NG6,

Proxy 6) A person living at the premises has been referred to the LA for support by their energy supplier, Citizens Advice or Citizen's Advice Scotland because they have been identified by the referrer as struggling to pay their gas or electricity bills,

Proxy 7) Households identified through supplier debt data. This route enables obligated suppliers to use their own debt data to identify either Non Pre-Payment meter households (non-PPM), or Pre-Payment meter households (PPM)*.

- a) **Non-PPM customers:** These are customers who have been in debt for more than 13 weeks ending with the day on which the declaration is made, and are in a debt repayment plan with their energy supplier or repaying their fuel debt through 3rd party deductions.
- b) **PPM customers:** Suppliers may also identify PPM households who:
 - have either self-disconnected or received supplier Discretionary/Friendly credit within the last 13 weeks ending with the day on which the declaration is made; or
 - are in a debt repayment plan with their energy supplier; or
 - repaying their fuel debt through 3rd party deductions.

***Proxies 1 & 3 and proxies 6 & 7 cannot be used in combination with each other.**

Route 3 – NHS Referrals

Households in private tenure SAP band D, E, F and G homes and identified as housing a person suffering from a severe and / or long-term health condition that is adversely affected by living in a cold home.

The person's severe or long term health condition must be due to :

- A cardiovascular condition,
- A respiratory disease,
- Limited mobility, or
- Immunosuppression.

The LA must complete a declaration certifying that it has received a referral from one of the following:

- A General Practitioner (GP),
- A Scottish Health Board,
- A Welsh Health Board,
- An NHS foundation trust, or
- An NHS Trust,

Suppliers and LAs can submit a proposal via an application form to BEIS where they have identified new methods to identify low income and vulnerable households. Applications need to demonstrate a number of factors, aside from living in an owner-occupied D, E, F, or G SAP band property or for homes in the private rented sector E, F or G home. Applicants will also need to demonstrate, underpinned by evidence, that the proposed methodology is more effective at identifying low income households than the criterion offered under Routes 1 and 2.

Route 4 – Bespoke Targeting

Applications should also demonstrate that assistance reaches the majority of households who are not in receipt of any means tested benefits that fall within the help to heat group benefits:

- over 50% of the premises that meet the criteria are not occupied by a member of the help to heat group, and that
- at least 75% of the premises that meet the criteria are owner-occupied premises occupied by at least one person living in fuel poverty; or
- at least 90% of the premises that meet the criteria are private rented premises occupied by at least one person living in fuel poverty.

Owner-occupier D, E, F, and G and private rented sector E, F, and G properties may qualify for ECO4 Flex route 4, providing that the LA is consulted by the supplier prior to completed installation, and that their supporting supplier or LA application has been approved by the Secretary of State, (SoS).

BEIS will issue new guidance for this targeting method

Suitable Evidence

Route 1 : Low income

- Tax returns if within the past three months,
- Payslips from the last three months,
- 3 months full bank statements within the last three months proving income payments, including non means tested benefits,
- P45 or P60 documentation, so long as the household's annual income is visible.

Route 2 – Proxy Targeting

- Screenshot from the LA confirming the household is within a LSOA area, supported by Office for National Statistics (ONS) data:
<https://onsdigital.github.io/postcode-lookup/>.
 - Copy of council tax reduction eg a photo, an email, a PDF with name and address; or letter confirming reduction from LA.
 - Signed, referral letter from a Doctor / GP identifying that a person living at the premises is considered to be vulnerable to the cold and suffers from a health condition as stated in the NICE guidance: NG6, excluding the low-income proxy.
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- Signed letter from local coordinator / local authority that proves the household was eligible for a LA-run scheme.
 - Eligibility Checking Service (ECS), documentation showing eligibility for free school meals due to low-income provided by the Department for Education or from the school.
 - Signed letter accompanied by proof of gas and electricity debt from the energy supplier or Citizen's Advice, showing that the household has been referred to the LA for support with their energy bills.

Route 3 – NHS Referrals

Official letter signed by either an NHS Trust, NHS Trust Board or NHS GP. This letter will need to state that the official signing the letter considers someone in the household to be suffering from one of the four health conditions listed in Table 2.
The link to a generic letter template can be found on our Ofgem website.*

Route 4 – Bespoke targeting

The evidence for this will be assessed as part of a BEIS led panel assessment.