

Eco Flex note to installers

The council is required to authorise and issue the declaration determining a household to be eligible and retain information to sufficiently evidence that a household meets the criteria outlined in the Statement of Intent for future reporting or audit. Consequently, declarations will only be signed when received from our existing partner Act on Energy. Act on Energy manage all calls relating to this programme and are responsible for making the referrals to a network of installers whilst ensuring that works are appropriate and offer the best value for the householder.

Please see governance process:

Step	activity	Who is responsible
1	1. Statement of intent published on http://www.solihull.gov.uk/About-the-Council/Strategies-policies/housing	Solihull Metropolitan Borough Council
2	Householder eligibility assessment: Householder contact logged with referral agent. Application and consent forms completed by the customer and returned to the referral agent.	Act on Energy
3	Householder offered additional energy advice i.e. switching suppliers, understanding their energy bill, smart meters	Act on Energy
4	Declaration <ul style="list-style-type: none"> • A single declaration per property is sent by the appointed referral agent to SMBC • Cross checked with information in statement of intent and referral agents records Any rejected declaration return to step 2.	SMBC
5	Referral sent to delivery partner with customer consent	Referral agent
6	Property eligibility assessment; Technical survey	Installer
7	Measure and funding options offered to the customer based on technical survey	Installer
8	Install accepted or rejected by the customer. Install arrangements made between the customer and installer	Customer and installer
9	Customer feedback requested	Referral agent
10	Review of process, cases and customer feedback completed by the Project Manager.	SMBC/ Act on Energy /Energy Supplier

Should you wish to discuss this matter further please contact: Gareth Williams:
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