

DATA  
SHARING  
CONCERNS?

LACK OF  
STAFF  
RESOURCE?

MONTHLY  
OFGEM  
RETURNS?

ECO4  
Flex

ROGUE  
TRADERS?

COMPLEX  
NEW  
CRITERIA?

RISK OF  
ERROR &  
FRAUD?

The Solution?





**Q: How can HeatFlex be free for local authorities to use?**

*A: A charge is made to installers, initially for on-boarding with the service, then for each property that is put forwards for an ECO4 Flex application.*

**Q: What are the benefits of using HeatFlex?**

*A: HeatFlex takes away all of the headaches of delivering ECO4 Flex, with all of the new requirements and increased obligations, benefits include:*

- All eligibility checks and verifications completed on your behalf
- All documentation held remotely in a GDPR compliant manner
- No accidental non-compliance with strict new eligibility criteria
- Provision of resident/installer dispute resolution service
- Technical inspections of works and satisfaction surveys
- Minimise risk of signing declarations where EPC data has been manipulated
- Minimal resource required for Ofgem audits
- Protect your local authority brand and reputation

**Q: Can I get access to the eligibility evidence?**

*A: Yes, you will have a secure log in to our system to check any evidence, all data will be held for as long as needed for ECO.*

**Q: How is UK GDPR compliance maintained?**

*A: Local authorities and installers are required to sign a data sharing agreement and residents are provided with a privacy notice that explains how their data will be shared and processed. All sensitive and special category data is securely uploaded and shared via our password protected HeatFlex system.*

**Q: What is the Heat Project optional one-stop-shop?**

*A: The Heat Project is another free service that can be delivered in your local authority area, with fully funded marketing campaigns and a local phone number. The service can offer your residents energy advice, access to grant funded energy saving works and can also be utilised to deliver Government funded programmes on an end to end basis, including all required PAS2035 services.*

**More information** [info@heatflex.org.uk](mailto:info@heatflex.org.uk)