



FROM THE LORD WILSON OF SEDGEFIELD
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Dear John,

Thank you for your contributions to the debate on the Electricity and Gas (Energy Company Obligation) (Amendment) Order 2025 on 16 July. I am writing in answer to points you raised.

Steps we are taking to ensure work is up to standard

The Energy Company Obligation 4 (ECO4) and the Great British Insulation Scheme (GBIS) include several quality control measures to ensure that energy efficiency improvements are delivered safely, effectively, and to high standards. These controls are embedded throughout the delivery chain and include the following key elements:

- **PAS Standards (Publicly Available Specification)**
Both schemes require installation work to comply with PAS 2035 (for whole house retrofit) and PAS 2030 (for individual measures). These standards are developed by the British Standards Institute and are designed to ensure:
 - A consistent approach to retrofit assessment, design, and installation.
 - Use of qualified professionals, including retrofit assessors, coordinators, and installers.
- **TrustMark Registration**
All installers delivering measures under ECO4 and GBIS must be TrustMark-registered. TrustMark is the government-endorsed quality assurance framework for home retrofit and includes:
 - Regular audits of installers.
 - A Code of Conduct and a Consumer Charter.
 - A complaints process for consumers.
- **Remedial Action**
If quality issues are identified, installers are expected to remedy the problem at their own expense. Where a measure has already been installed and an audit has taken place, Ofgem will not permit measures as counting towards an energy supplier's

obligation if remediation is not complete. Where an obligated supplier has paid for a measure and the measure is subsequently found to be noncompliant, most suppliers retain a clawback mechanism should any issues be identified. Repeated or serious failures can lead to suspension or removal from TrustMark accreditation. Certification Bodies also have the power to remove an installer from their membership too.

- **Supplier Oversight**

Energy companies (the obligated parties) have their own internal quality control procedures and are responsible for selecting the managing agents or installers they work with. All energy suppliers have a process for selection of partners and many request details on which sub-contractors will be used. All contracted partners must be TrustMark-certified to work on government schemes and retain overall responsibility for their subcontractors. TrustMark and Certification Bodies ensure compliance with scheme rules.

Monitoring delivery

Regarding reporting on delivery, Ofgem will continue to provide monthly reports to the Secretary of State for ECO4 and GBIS, as well as publish progress on their website, which can be accessed here: <https://www.ofgem.gov.uk/environmental-and-social-schemes/energy-company-obligation-eco/contacts-guidance-and-resources/eco-public-reports-and-data>. The government will also continue to publish official statistics each month for both schemes; however, official statistics do not record the number of smart meters installed through the schemes.

Delivery of GBIS

The remaining 25% of GBIS still obligates energy suppliers to deliver to target as before. This delivery will continue according to the usual GBIS rules and support households to reduce their bills. Compliance with GBIS targets will be determined by Ofgem in their final determination procedure and published in their final report.

I hope the information I have set out is useful.

I will place a copy of this letter in the library of the House.



LORD WILSON OF SEDGEFIELD