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DRAFT STATUTORY INSTRUMENTS

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**2022 No.**

The Electricity and Gas (Energy  
Company Obligation) Order 2022

PART 5

Qualifying actions

CHAPTER 5

Installation standards etc.

**Installation standards, consumer protection and smart meter advice**

**31.**—(1) A measure meets the requirements of this article if—

- (a) advice on the benefits of using a smart meter in domestic premises is provided to the household occupying the premises at which the measure is to be installed, and that advice is provided—
  - (i) in the case of a measure installed as part of an ECO4 project, before the completion of the first measure in the ECO4 project;
  - (ii) in the case of an in-fill measure, before the completion of the in-fill measure;
- (b) where the measure is the installation of a district heating connection, other than a connection to a district heating system that uses a shared ground loop, the measure—
  - (i) is a connection to a district heating system registered with the Heat Trust Scheme;
  - (ii) is subject to arrangements for consumer protection which are equivalent to the requirements under the Heat Trust Scheme; or
  - (iii) includes the installation of a ground source heat pump at the domestic premises; and
- (c) where the measure does not fall within sub-paragraph (b), either—
  - (i) the measure is installed by, or under the responsibility of, a person who is registered with TrustMark for the purposes of that measure; and a certificate of lodgement is issued by the operator of TrustMark in respect of that measure; or
  - (ii) the measure is installed subject to arrangements for quality assurance and consumer protection, including installation standards and arrangements for repairs and other remedies, which are equivalent to the requirements under TrustMark.

(2) In this article, “Heat Trust Scheme” means the scheme operated by Heat Customer Protection Ltd, a company registered in England and Wales with company number 09456667.