**Citizen’s Advice referral letter template for ECO4 Flex:**

[Citizen’s Advice referee name]

[Citizen’s Advice referee title]

[Citizen’s Advice centre address]

[Postcode]

[Date: XX/XX/XXXX]

[Applicant name]

[Applicant address]

[Applicant Postcode]

To: [local authority name],

|  |  |
| --- | --- |
| **Local Authority name and address** | **Evidence to confirm that the applicant meets the eligibility requirement** |
|  | [E.g. income source/ self-employment benefit/ payslips/ bank statements **and** electricity bills **or** gas bills]. |

Having carefully considered the applicant’s fuel arrangements, I hereby refer [householder’sname] for the ECO4 Flexibility (ECO4 Flex) policy, as set out by the Department of Business, Energy and Industrial Strategy (BEIS) under article 18(2)(f) of the ECO4 Order[[1]](#footnote-1) as struggling to pay their:

* Gas bills or,
* Electricity bills.

I can confirm that Citizen’s Advice are assisting the householder with their gas or electricity debt arrangements, and that I have seen evidence of the householder struggling to pay their gas or electricity bills.

**Citizen’s Advice / Citizen’s Advice Scotland referee name and signature:**

Name ­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature ­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: ­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: ­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. [The Electricity and Gas (Energy Company Obligation) Order 2022 (legislation.gov.uk)](https://www.legislation.gov.uk/uksi/2022/875/made) [↑](#footnote-ref-1)